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ABSTRACT

The duties and tasks found in these task lists form the basis of instructional content for secondary, postsecondary, and adult occupational training programs for home economics occupations. The home economics occupations are divided into four clusters. The clusters and occupations are: child and day care services (child care worker/instructor, preschool teacher, child care manager/administrator, child care attendant/aide, elder care aide/adult day care worker, teacher aide/educational assistant, infant and toddler care worker), clothing and apparel services (fashion sales clerk, fashion store manager, fashion sales manager, fashion buyer), institutional and home management services (cleaner/domestic housekeeper, cleaner/institutional housekeeper), and food services (dining room attendant, counter attendant, wait person, kitchen helper/cook's helper, short-order cook, baker's helper, baker, institutional cook, restaurant cook/chef, food service manager). Matrices for each cluster list the duties and tasks and indicate which occupations include that duty or task. Each cluster also includes a list of employability skills that are important for all occupations. (YLB)

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Education
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HOME ECONOMICS OCCUPATIONS

CE045737

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HOME ECONOMICS OCCUPATIONS

CHILD AND DAY CARE SERVICES MATRIX

Child Care Worker / Instructor
Preschool Teacher
Child Care Manager / Administrator
Child Care Attendant / Aide
Elder Care Aide / Adult Day Care Worker
Teacher Aide / Educational Assistant
Infant and Toddler Care Worker
*Employability Skills

*Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

CHILD AND DAY CARE SERVICES CLUSTER MATRIX

CW = Child Care Worker/Instructor
PT = Preschool Teacher
CC = Child Care Manager/Administrator
CA = Child Care Attendant/Aide
AD = Elder Care Aide/Adult Day Care Worker
TA = Teacher Aide/Educational Assistant
IT = Infant and Toddler Care Worker

PERFORMING ADMINISTRATIVE DUTIES

		CW	PT	CC	CA	AD	TA	IT
1	Plan child care program			X				
2	Evaluate child care programs			X				
3	Set up recordkeeping system	X	X	X		X		X
4	Administer insurance program			X		X		X
5	Establish operating policies			X		X		X
6	Set up budget			X		X		X
7	Pay bills			X				
8	Collect and record fees	X	X	X		X		X
9	Write job descriptions for child care workers			X				
10	Establish and carry out personnel policies			X		X		X
11	Interview prospective employees			X		X		X
12	Maintain up-to-date personnel files			X		X		X
13	Schedule staff responsibilities			X		X		X
14	Plan staff development activities			X		X		X
15	Conduct staff orientation and training sessions			X		X		X
16	Evaluate and supervise teaching staff			X				
17	Coordinate activities with other staff members	X	X	X	X	X	X	X
18	Develop policy handbook			X		X		X
19	Develop personnel handbook			X		X		X
20	Interview prospective clients			X		X		X
21	Interpret functions of center to community	X	X	X		X		X
22	Conduct parent conferences	X	X	X				X
23	Inventory equipment and supplies	X	X	X	X	X	X	X
24	Purchase equipment and supplies			X		X		
25	Requisition equipment and supplies	X	X	X	X	X	X	X
26	Determine licensing standards for caregivers			X		X		
27	Maintain up-to-date information on development of infants, toddlers, preschoolers and school-age children to age 12	X	X	X	X		X	X
28	Interpret social history and family background to staff			X		X		X
29	Establish natural disaster safety procedure			X		X		X
30	Refer parent questions to appropriate resources	X	X	X				X
31	Refer child to agencies			X				X
32	Supervise case aides working with parents			X				
33	Plan adult day-care programs					X		
34	Evaluate adult day-care programs					X		
35	Conduct client family conferences					X		
36	Maintain compliance with state regulations for adult day care facilities					X		

CHILD AND DAY CARE SERVICES CLUSTER MATRIX

		CW	PT	CC	CA	AD	TA	IT
37	Maintain up-to-date information on adult health problems					X		
38	Refer family questions to appropriate resources					X		
39	Refer client to agencies as needed					X		
40	Supervise case aides working with client's family					X		
41	Comply with Department of Children and Family Services licensing regulations	X	X	X	X			X
42	Comply with city and state fire marshal regulations			X		X		X
43	Comply with funding agency regulations			X		X		X
44	Comply with public health agency regulations			X		X		X
45	Comply with local government regulations			X		X		X
46	Prepare USDA food records			X		X		X
47	Log daily infant/toddler stimulation activities							X
48	Establish and follow standards of child/parent confidentiality and privacy	X	X	X	X		X	X
49	Establish and follow standards of client/family confidentiality and privacy					X		

PERFORMING SECRETARIAL/CLERICAL ACTIVITIES

		CW	PT	CC	CA	AD	TA	IT
1	Order supplies, materials and equipment	X	X	X				
2	Receive and sign for deliveries	X	X	X	X	X	X	X
3	Type reports and correspondence			X	X		X	X
4	Maintain child's complete records	X	X	X				X
5	Maintain client's complete records					X		
6	Greet guests	X	X	X	X	X		X
7	Greet children	X	X	X	X		X	X
8	Greet clients					X		
9	Record and deliver messages	X	X		X	X	X	X
10	Distribute accurate information on school or center related activities and policies	X	X	X	X	X	X	X
11	Grade papers						X	
12	Record grades						X	
13	Process incoming calls	X	X	X	X	X	X	X

PERFORMING OPERATIONAL FUNCTIONS

		CW	PT	CC	CA	AD	TA	IT
1	Prepare teaching aids	X	X	X	X		X	
2	Perform daily health inspection	X	X	X	X	X		X
3	Orient child to center	X	X	X	X		X	X
4	Supervise child isolated due to illness or emotional upset	X	X	X	X		X	X
5	Supervise client isolated due to illness or emotional upset					X		
6	Supervise children brushing teeth	X		X	X			
7	Dress and undress children							X
8	Supervise children in dressing and undressing	X	X		X		X	
9	Supervise rest time	X	X	X	X	X	X	X
10	Supervise bathroom procedures	X	X		X	X	X	
11	Supervise cleaning service			X				
12	Supervise maintenance staff			X				

CHILD AND DAY CARE SERVICES CLUSTER MATRIX

		CW	PT	CC	CA	AD	TA	IT
13	Supervise care of pets and plants	X	X	X	X		X	
14	Supervise children in cleaning cages, pens or containers for pets	X	X		X		X	
15	Clean cages, pens or containers for pets	X	X		X		X	
16	Clean tables, equipment and floors	X	X		X		X	X
17	Store supplies and equipment	X	X		X	X	X	X
18	Operate audio-visual equipment	X	X	X	X		X	
19	Operate laminating equipment	X	X	X	X		X	
20	Maintain furnishings and equipment	X	X	X	X	X	X	X
21	Change diapers	X			X			X
22	Toilet train children	X			X			X
23	Sanitize changing area							X
24	Sanitize toilets and potty chairs	X			X	X		X
25	Set up sleeping area	X			X	X		X
26	Design developmental activities for child							X
27	Straighten sleep area				X	X		X
28	Operate copy machine	X	X		X			
29	Collect laundry	X			X			X
30	Prepare laundry for pickup				X			X
31	Wash and dry clothes				X			X
32	Store laundry				X			X
33	Prepare aids such as games and crafts					X		
34	Supervise clients in dressing and undressing					X		
35	Orient client to center					X		
36	Create environment of acceptance and support			X				X
37	Create soft, warm, homelike environment			X				X

PROVIDING GUIDANCE AND DIRECTING BEHAVIOR

		CW	PT	CC	CA	AD	TA	IT
1	Guide and direct behavior	X	X	X	X		X	X
2	Monitor behavior of children	X	X	X	X		X	
3	Develop behavioral expectations by age level	X	X	X	X		X	X
4	Maintain up-to-date information on factors which influence behavior	X	X	X	X		X	X
5	Implement verbal and non-verbal guidance techniques	X	X	X	X		X	X

WORKING WITH PARENTS

		CW	PT	CC	CA	AD	TA	IT
1	Consult teacher on parents' problems						X	
2	Consult caseworker on parents' problems	X	X	X				
3	Orient parents to school/center and its programs	X	X	X			X	X
4	Confer with parents on child's development	X	X	X				X
5	Provide information to parents on child-rearing practices	X	X	X				X
6	Conduct home visits	X	X	X				X
7	Participate in parent workshops and meetings	X	X	X				X
8	Write reports on contact with parents	X	X	X			X	X
9	Inform parents of day-to-day activities	X	X	X				
10	Provide daily information sharing			X				X
11	Observe indications of child abuse and neglect	X	X	X	X		X	X
12	Report child abuse	X	X	X	X		X	X

CHILD AND DAY CARE SERVICES CLUSTER MATRIX

		CW	PT	CC	CA	AD	TA	IT
13	Contact parents in emergency	X	X	X			X	X
14	Provide opportunities for observation and participation	X	X	X				X

WORKING WITH CLIENT'S FAMILY

		CW	PT	CC	CA	AD	TA	IT
1	Orient family to center and its programs					X		
2	Confer with family on client's program					X		
3	Provide information to family on adult/elder day-care practices					X		
4	Conduct home visit					X		
5	Participate in family workshops and meetings					X		
6	Write report on contact with family					X		
7	Inform family of day-to-day activity					X		
8	Consult caseworker on family problem					X		
9	Observe indications of abuse and neglect					X		
10	Report client abuse					X		
11	Contact family in emergency					X		

SAFEGUARDING CHILD'S/CLIENT'S HEALTH

		CW	PT	CC	CA	AD	TA	IT
1	Analyze symptoms of common illness	X	X	X	X	X	X	X
2	Locate and correct safety hazards	X	X	X	X	X	X	X
3	Maintain clean and orderly environment	X	X	X	X	X	X	X
4	Conduct emergency drills	X	X	X		X		X
5	Implement emergency evacuation plan	X	X	X		X		X
6	Apply safety rules for children/clients	X	X	X	X	X	X	X
7	Apply hygiene standards according to regulations	X	X	X	X	X	X	X
8	Apply first aid	X	X	X	X	X	X	X
9	Maintain health standards required for employment	X	X	X	X	X	X	X
10	Make accident, injury and illness reports	X	X	X	X	X	X	X
11	Control communicable diseases	X	X	X	X	X	X	X
12	Take temperatures	X	X	X		X		X
13	Administer prescribed medications according to regulations	X		X		X		X
14	Prepare medication records	X		X		X		X
15	Empty garbage				X	X	X	X
16	Replenish sanitary supplies				X	X	X	X
17	Replenish first aid supplies				X	X	X	X
18	Select and use age-appropriate safety restraint when transporting child	X	X	X	X			X

DEVELOPING ACTIVITIES AND PROGRAMS

		CW	PT	CC	CA	AD	TA	IT
1	Plan special activities for clients with special needs					X		
2	Plan activities to stimulate physical conditioning					X		
3	Plan goals for year's program	X	X	X		X	X	X
4	Plan monthly activities	X	X	X		X		X
5	Plan weekly activities	X	X	X		X		X
6	Plan daily activities	X	X	X		X		X

CHILD AND DAY CARE SERVICES CLUSTER MATRIX

		CW	PT	CC	CA	AD	TA	IT
7	Evaluate plans and change as needed	X	X	X		X		X
8	Plan special activities such as field trips	X	X	X		X		
9	Plan special activities for children with special needs	X	X	X				X
10	Prepare bulletin board displays	X	X	X	X		X	
11	Arrange clearly defined learning areas	X	X	X	X		X	
12	Arrange clearly defined activity areas			X	X			X
13	Select items to teach math concepts	X	X	X				
14	Select social and career awareness activities	X	X	X				
15	Select play activities for use in teaching concepts	X	X	X				X
16	Select creative play equipment		X	X				X
17	Prepare items to teach math concepts				X		X	
18	Prepare items for social and career awareness activities				X		X	
19	Prepare materials for art activities				X		X	
20	Prepare materials for language activities				X		X	
21	Prepare materials for science activities				X		X	
22	Prepare materials for positive self-image activities				X		X	
23	Prepare materials for pre-reading and reading activities				X		X	
24	Design developmental activities for each child							X
25	Plan special activities for children with special needs or problems							X
26	Provide opportunities for self-initiated activities							X

PRESENTING ACTIVITIES AND PROGRAMS

		CW	PT	CC	CA	AD	TA	IT
1	Provide activities to stimulate a variety of skills	X	X	X		X		X
2	Assist client individually					X		
3	Assist clients with group activities					X		
4	Assist client with problem					X		
5	Record evaluative observation of client during physical activities					X		
6	Assist child individually	X	X	X	X		X	
7	Assist children with group activities	X	X	X	X		X	
8	Assist child with problem	X	X	X	X		X	X
9	Record evaluative observation of child at play	X	X	X				X
10	Organize and guide gross motor activities	X	X	X				X
11	Organize and guide art activities	X	X	X				
12	Plan and guide language activities	X	X	X				X
13	Plan and guide activities to develop daily living skills	X	X	X				
14	Plan and guide activities to develop positive self-image	X	X	X				X
15	Plan and guide manipulative development activities	X	X	X				X
16	Plan and guide science activities	X	X	X				
17	Plan and guide pre-reading activities	X	X	X				
18	Plan and guide music activities	X	X	X				
19	Read or tell stories to children	X	X	X	X		X	X

CHILD AND DAY CARE SERVICES CLUSTER MATRIX

	CW	PT	CC	CA	AD	TA	IT
20 Set up and guide movement activities	X	X	X				X
21 Plan and guide dramatic play activities	X	X	X				
22 Supervise routine cleanup by children	X	X	X	X		X	X
23 Guide homework activities of after-school client	X		X	X		X	
24 Assist teacher with math activities				X		X	
25 Assist teacher with social and career awareness activities				X		X	
26 Assist and supervise play activities used in teaching concepts				X		X	
27 Assist and supervise gross motor activities				X		X	
28 Assist teacher with art activities				X		X	
29 Assist teacher with language activities				X		X	
30 Assist teacher with activities to develop daily living skills				X		X	
31 Assist teacher with activities to develop positive self-image				X		X	
32 Assist teacher with activities to develop manipulation				X		X	
33 Assist teacher with science activities				X		X	
34 Assist teacher with pre-reading and reading activities				X		X	
35 Assist teacher with music activities				X		X	
36 Assist teacher with dramatic play activities				X		X	
37 Evaluate developmental activities for child							X

PREPARING AND SERVING FOOD

	CW	PT	CC	CA	AD	TA	IT
1 Plan and serve nutritious and appetizing snacks and meals	X	X	X	X	X		X
2 Plan snacks and meals that allow self-feeding			X				X
3 Plan and serve nutritious snacks for after-school clients	X		X	X			
4 Order food and supplies			X		X		X
5 Check in food and supplies			X	X	X		X
6 Store food and supplies				X	X		X
7 Keep running inventory of food and supplies			X	X	X		X
8 Assist children in preparing foods	X	X		X		X	
9 Assist children/clients in getting ready for snacks and meals	X	X		X	X	X	X
10 Set up tables and high chairs				X	X		X
11 Clean and sanitize kitchen and eating area				X	X		X
12 Wash dishes, glassware, silverware and utensils				X	X		X
13 Store dishes, glassware, silverware and utensils				X	X		X
14 Prepare food				X	X		X
15 Operate small kitchen appliances				X			X
16 Operate dishwasher				X			X
17 Supervise children in setting tables for meals and snacks	X	X		X		X	
18 Bottle-feed infants							X
19 Spoon-feed infants							X

CHILD AND DAY CARE SERVICES CLUSTER MATRIX

USING GROWTH AND DEVELOPMENT ACTIVITIES

	CW	PT	CC	CA	AD	TA	IT
1 Develop daily schedule for infants	X		X				X
2 Present activities to infants	X		X	X			X
3 Record infants' daily activities	X		X	X			X
4 Develop daily schedule for toddlers	X		X				X
5 Present activities to toddlers	X		X	X			X
6 Record toddlers' daily activities	X		X	X			X
7 Develop daily schedule for pre-schoolers	X		X				
8 Present activities to pre-schoolers	X		X	X			
9 Record pre-schoolers' daily activities	X		X	X			
10 Develop daily program for school-age clients	X		X				
11 Present activities to school-age clients	X		X	X			
12 Record school-age child's daily activities	X		X	X			

DEVELOPING PERSONALLY

	CW	PT	CC	CA	AD	TA	IT
1 Develop strategy for time management	X	X	X	X	X	X	X
2 Maintain physical health	X	X	X	X	X	X	X
3 Maintain familiarity with personnel policies	X	X	X	X	X	X	X
4 Attend seminars and workshops	X	X	X	X	X	X	X
5 Develop strategy for managing stressful situations	X	X	X	X	X	X	X
6 Develop strategy for goal attainment	X	X	X	X	X	X	X

DUTY A: Identifying Employment Opportunities

SKILLS: 1 Identify requirements for job
2 Investigate educational opportunities
3 Investigate occupational opportunities
4 Locate resources for finding employment
5 Confer with prospective employers
6 Identify job trends

DUTY B: Applying Employment Seeking Skills

SKILLS: 1 Locate job openings
2 Document skills and abilities (resume)
3 Prepare for interview
4 Participate in interview
5 Complete required tests
6 Complete required forms
7 Write application letter
8 Write follow-up letter
9 Write acceptance letter
10 Evaluate job offer
11 Evaluate job rejection

DUTY C: Interpreting Employment Capabilities

SKILLS: 1 Match interest to job area
2 Match aptitudes to job area
3 Verify abilities
4 Identify immediate work goal
5 Develop career plan

DUTY D: Demonstrating Appropriate Work Behavior

SKILLS: 1 Exhibit dependability
2 Demonstrate punctuality
3 Follow rules and regulations
4 Recognize the consequences of dishonesty
5 Complete assignments in accurate and timely manner
6 Control emotions
7 Assume responsibility for own decisions and actions
8 Exhibit pride and loyalty
9 Exhibit ability to handle pressures and tensions
10 Demonstrate ability to set priorities
11 Demonstrate problem-solving skills

DUTY E: Maintaining Safe and Healthy Environment

SKILLS: 1 Comply with safety and health rules
2 Select correct tools and equipment
3 Utilize equipment correctly

4 Use appropriate action during emergencies
5 Maintain clean and orderly work area
6 Demonstrate personal hygiene and cleanliness

DUTY F: Maintaining Business-Like Image

SKILLS: 1 Participate in company or agency orientation
2 Demonstrate knowledge of company or agency products and services
3 Exhibit positive behavior
4 Read current job-related publications
5 Support and promote employer's company image and purpose
6 Maintain appearance to comply with company standards

DUTY G: Maintaining Working Relationships with Others

SKILLS: 1 Work productively with others
2 Show empathy, respect and support for others
3 Demonstrate procedures and assist others when necessary
4 Recognize, analyze and solve or refer problems
5 Minimize occurrence of problems
6 Channel emotional reaction constructively

DUTY H: Communicating on the Job

SKILLS: 1 Read and comprehend written communications and information
2 Use correct grammar
3 Speak effectively with others
4 Use job-related terminology
5 Listen attentively
6 Write legibly
7 Use telephone etiquette
8 Follow written and oral directions
9 Ask questions
10 Locate information in order to accomplish task
11 Prepare written communication
12 Utilize keyboarding skills
13 Utilize computer skills

DUTY I: Adapting to Change

SKILLS: 1 Recognize need to change
2 Demonstrate willingness to learn
3 Demonstrate flexibility
4 Participate in continuing education
5 Seek work challenges
6 Adjust career goals/plan as needed

DUTY J: Understanding How a Business Works

SKILLS:
1 Recognize the role of business in the enterprise system
2 Identify general responsibilities of employees
3 Identify general responsibilities of management/employers
4 Investigate opportunities and options for business ownership
5 Identify planning processes needed to open a business
6 Participate in meetings

DUTY K: Performing Mathematical Skills

SKILLS:
1 Apply mathematics for problem solving
2 Add and subtract whole numbers, decimals and fractions
3 Multiply and divide whole numbers, decimals and fractions
4 Convert numbers between forms expressed as fractions, decimals and percents
5 Convert between standard American units of measure
6 Convert between standard American units and metric units

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

CHILD CARE WORKER/INSTRUCTOR

DUTY A: Performing Administrative Duties

TASKS:
1 Set up recordkeeping system
2 Collect and record fees
3 Coordinate activities with other staff members
4 Interpret functions of center to community
5 Conduct parent conferences
6 Inventory equipment and supplies
7 Requisition equipment and supplies
8 Maintain up-to-date information on development of infants, toddlers, preschoolers and school-age children to age 12
9 Refer parent questions to appropriate resources
10 Comply with Department of Children and Family Services licensing regulations
11 Establish and follow standards of child/parent confidentiality and privacy

DUTY B: Performing Secretarial/Clerical Activities

TASKS:
1 Order supplies, materials and equipment
2 Receive and sign for deliveries
3 Maintain child's complete records
4 Greet guests
5 Greet children
6 Record and deliver messages
7 Distribute accurate information on school or center related activities and policies
8 Process incoming calls

DUTY C: Performing Operational Functions

TASKS:
1 Prepare teaching aids
2 Perform daily health inspection
3 Orient child to center
4 Supervise child isolated due to illness or emotional upset
5 Supervise children brushing teeth
6 Supervise children in dressing and undressing
7 Supervise rest time
8 Supervise bathroom procedures
9 Supervise care of pets and plants
10 Supervise children in cleaning cages, pens or containers for pets
11 Clean cages, pens or containers for pets
12 Clean tables, equipment and floors
13 Store supplies and equipment
14 Operate audio-visual equipment
15 Operate laminating equipment
16 Maintain furnishings and equipment
17 Change diapers

18 Toilet train children
19 Sanitize toilets and potty chairs
20 Set up sleeping area
21 Operate copy machine
22 Collect laundry

DUTY D: Providing Guidance and Directing Behavior

TASKS:
1 Guide and direct behavior
2 Monitor behavior of children
3 Develop behavioral expectations by age level
4 Maintain up-to-date information on factors which influence behavior
5 Implement verbal and non-verbal guidance techniques

DUTY E: Working with Parents

TASKS:
1 Consult caseworker on parents' problems
2 Orient parents to school/center and its programs
3 Confer with parents on child's development
4 Provide information to parents on child-rearing practices
5 Conduct home visits
6 Participate in parent workshops and meetings
7 Write reports on contact with parents
8 Inform parents of day-to-day activities
9 Observe indications of child abuse and neglect
10 Report child abuse
11 Contact parents in emergency
12 Provide opportunities for observation and participation

DUTY F: Safeguarding Child's/Client's Health

TASKS:
1 Analyze symptoms of common illness
2 Locate and correct safety hazards
3 Maintain clean and orderly environment
4 Conduct emergency drills
5 Implement emergency evacuation plan
6 Apply safety rules for children/clients
7 Apply hygiene standards according to regulations
8 Apply first aid
9 Maintain health standards required for employment
10 Make accident, injury and illness reports
11 Control communicable diseases
12 Take temperatures
13 Administer prescribed medications according to regulations

14 Prepare medication records
15 Select and use age-appropriate safety restraint when transporting child

DUTY G: Developing Activities and Programs

TASKS:
1 Plan goals for year's program
2 Plan monthly activities
3 Plan weekly activities
4 Plan daily activities
5 Evaluate plans and change as needed
6 Plan special activities such as field trips
7 Plan special activities for children with special needs
8 Prepare bulletin board displays
9 Arrange clearly defined learning areas
10 Select items to teach math concepts
11 Select social and career awareness activities
12 Select play activities for use in teaching concepts

DUTY H: Presenting Activities and Programs

TASKS:
1 Provide activities to stimulate a variety of skills
2 Assist child individually
3 Assist children with group activities
4 Assist child with problem
5 Record evaluative observation of child at play
6 Organize and guide gross motor activities
7 Organize and guide art activities
8 Plan and guide language activities
9 Plan and guide activities to develop daily living skills
10 Plan and guide activities to develop positive self-image
11 Plan and guide manipulative development activities
12 Plan and guide science activities
13 Plan and guide pre-reading activities
14 Plan and guide music activities
15 Read or tell stories to children
16 Set up and guide movement activities
17 Plan and guide dramatic play activities
18 Supervise routine cleanup by children
19 Guide homework activities of after-school client

DUTY I: Preparing and Serving Food

TASKS:
1 Plan and serve nutritious and appetizing snacks and meals

2 Plan and serve nutritious snacks for after-school clients
3 Assist children in preparing foods
4 Assist children/clients in getting ready for snacks and meals
5 Supervise children in setting tables for meals and snacks

DUTY J: Using Growth and Development Activities

TASKS:
1 Develop daily schedule for infants
2 Present activities to infants
3 Record infants' daily activities
4 Develop daily schedule for toddlers
5 Present activities to toddlers
6 Record toddlers' daily activities
7 Develop daily schedule for pre-schoolers
8 Present activities to pre-schoolers
9 Record pre-schoolers' daily activities
10 Develop daily program for school-age clients
11 Present activities to school-age clients
12 Record school-age child's daily activities

DUTY K: Developing Personally

TASKS:
1 Develop strategy for time management
2 Maintain physical health
3 Maintain familiarity with personnel policies
4 Attend seminars and workshops
5 Develop strategy for managing stressful situations
6 Develop strategy for goal attainment

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

DUTY A: Performing Administrative Duties

TASKS:
1 Set up recordkeeping system
2 Collect and record fees
3 Coordinate activities with other staff members
4 Interpret functions of center to community
5 Conduct parent conferences
6 Inventory equipment and supplies
7 Requisition equipment and supplies
8 Maintain up-to-date information on development of infants, toddlers, preschoolers and school-age children to age 12
9 Refer parent questions to appropriate resources
10 Comply with Department of Children and Family Services licensing regulations
11 Establish and follow standards of child/parent confidentiality and privacy

DUTY B: Performing Secretarial/Clerical Activities

TASKS:
1 Order supplies, materials and equipment
2 Receive and sign for deliveries
3 Maintain child's complete records
4 Greet guests
5 Greet children
6 Record and deliver messages
7 Distribute accurate information on school or center related activities and policies
8 Process incoming calls

DUTY C: Performing Operational Functions

TASKS:
1 Prepare teaching aids
2 Perform daily health inspection
3 Orient child to center
4 Supervise child isolated due to illness or emotional upset
5 Supervise children in dressing and undressing
6 Supervise rest time
7 Supervise bathroom procedures
8 Supervise care of pets and plants
9 Supervise children in cleaning cages, pens or containers for pets
10 Clean cages, pens or containers for pets
11 Clean tables, equipment and floors
12 Store supplies and equipment
13 Operate audio-visual equipment
14 Operate laminating equipment
15 Maintain furnishings and equipment
16 Operate copy machine

DUTY D: Providing Guidance and Directing Behavior

TASKS:
1 Guide and direct behavior
2 Monitor behavior of children
3 Develop behavioral expectations by age level
4 Maintain up-to-date information on factors which influence behavior
5 Implement verbal and non-verbal guidance techniques

DUTY E: Working with Parents

TASKS:
1 Consult caseworker on parents' problems
2 Orient parents to school/center and its programs
3 Confer with parents on child's development
4 Provide information to parents on child-rearing practices
5 Conduct home visits
6 Participate in parent workshops and meetings
7 Write reports on contact with parents
8 Inform parents of day-to-day activities
9 Observe indications of child abuse and neglect
10 Report child abuse
11 Contact parents in emergency
12 Provide opportunities for observation and participation

DUTY F: Safeguarding Child's/Client's Health

TASKS:
1 Analyze symptoms of common illness
2 Locate and correct safety hazards
3 Maintain clean and orderly environment
4 Conduct emergency drills
5 Implement emergency evacuation plan
6 Apply safety rules for children/clients
7 Apply hygiene standards according to regulations
8 Apply first aid
9 Maintain health standards required for employment
10 Make accident, injury and illness reports
11 Control communicable diseases
12 Take temperatures
13 Select and use age-appropriate safety restraint when transporting child

DUTY G: Developing Activities and Programs

TASKS:
1 Plan goals for year's program
2 Plan monthly activities

3 Plan weekly activities
4 Plan daily activities
5 Evaluate plans and change as needed
6 Plan special activities such as field trips
7 Plan special activities for children with special needs
8 Prepare bulletin board displays
9 Arrange clearly defined learning areas
10 Select items to teach math concepts
11 Select social and career awareness activities
12 Select play activities for use in teaching concepts
13 Select creative play equipment

DUTY H: Presenting Activities and Programs

TASKS:
1 Provide activities to stimulate a variety of skills
2 Assist child individually
3 Assist children with group activities
4 Assist child with problem
5 Record evaluative observation of child at play
6 Organize and guide gross motor activities
7 Organize and guide art activities
8 Plan and guide language activities
9 Plan and guide activities to develop daily living skills
10 Plan and guide activities to develop positive self-image
11 Plan and guide manipulative development activities
12 Plan and guide science activities
13 Plan and guide pre-reading activities
14 Plan and guide music activities
15 Read or tell stories to children
16 Set up and guide movement activities
17 Plan and guide dramatic play activities
18 Supervise routine cleanup by children

DUTY I: Preparing and Serving Food

TASKS:
1 Plan and serve nutritious and appetizing snacks and meals
2 Assist children in preparing foods
3 Assist children/clients in getting ready for snacks and meals
4 Supervise children in setting tables for meals and snacks

DUTY J: Developing Personally

TASKS:
1 Develop strategy for time management
2 Maintain physical health

3 Maintain familiarity with personnel policies
4 Attend seminars and workshops
5 Develop strategy for managing stressful situations
6 Develop strategy for goal attainment

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

DUTY A: Performing Administrative Duties

TASKS:
1 Plan child care program
2 Evaluate child care programs
3 Set up recordkeeping system
4 Administer insurance program
5 Establish operating policies
6 Set up budget
7 Pay bills
8 Collect and record fees
9 Write job descriptions for child care workers
10 Establish and carry out personnel policies
11 Interview prospective employees
12 Maintain up-to-date personnel files
13 Schedule staff responsibilities
14 Plan staff development activities
15 Conduct staff orientation and training sessions
16 Evaluate and supervise teaching staff
17 Coordinate activities with other staff members
18 Develop policy handbook
19 Develop personnel handbook
20 Interview prospective clients
21 Interpret functions of center to community
22 Conduct parent conferences
23 Inventory equipment and supplies
24 Purchase equipment and supplies
25 Requisition equipment and supplies
26 Determine licensing standards for caregivers
27 Maintain up-to-date information on development of infants, toddlers, preschoolers and school-age children to age 12
28 Interpret social history and family background to staff
29 Establish natural disaster safety procedure
30 Refer parent questions to appropriate resources
31 Refer child to agencies
32 Supervise case aides working with parents
33 Comply with Department of Children and Family Services licensing regulations
34 Comply with city and state fire marshal regulations
35 Comply with funding agency regulations
36 Comply with public health agency regulations
37 Comply with local government regulations
38 Prepare USDA food records
39 Establish and follow standards of child/parent confidentiality and privacy

DUTY B: Performing Secretarial/Clerical Activities

TASKS:
1 Order supplies, materials and equipment
2 Receive and sign for deliveries
3 Type reports and correspondence
4 Maintain child's complete records
5 Greet guests
6 Greet children
7 Distribute accurate information on school or center related activities and policies
8 Process incoming calls

DUTY C: Performing Operational Functions

TASKS:
1 Prepare teaching aids
2 Perform daily health inspection
3 Orient child to center
4 Supervise child isolated due to illness or emotional upset
5 Supervise children brushing teeth
6 Supervise rest time
7 Supervise cleaning service
8 Supervise maintenance staff
9 Supervise care of pets and plants
10 Operate audio-visual equipment
11 Operate laminating equipment
12 Maintain furnishings and equipment
13 Create environment of acceptance and support
14 Create soft, warm, homelike environment

DUTY D: Providing Guidance and Directing Behavior

TASKS:
1 Guide and direct behavior
2 Monitor behavior of children
3 Develop behavioral expectations by age level
4 Maintain up-to-date information on factors which influence behavior
5 Implement verbal and non-verbal guidance techniques

DUTY E: Working with Parents

TASKS:
1 Consult caseworker on parents' problems
2 Orient parents to school/center and its programs
3 Confer with parents on child's development
4 Provide information to parents on child-rearing practices
5 Conduct home visits
6 Participate in parent workshops and meetings
7 Write reports on contact with parents
8 Inform parents of day-to-day activities
9 Provide daily information sharing

10 Observe indications of child abuse and neglect
11 Report child abuse
12 Contact parents in emergency
13 Provide opportunities for observation and participation

DUTY F: Safeguarding Child's/Client's Health

TASKS:
1 Analyze symptoms of common illness
2 Locate and correct safety hazards
3 Maintain clean and orderly environment
4 Conduct emergency drills
5 Implement emergency evacuation plan
6 Apply safety rules for children/clients
7 Apply hygiene standards according to regulations
8 Apply first aid
9 Maintain health standards required for employment
10 Make accident, injury and illness reports
11 Control communicable diseases
12 Take temperatures
13 Administer prescribed medications according to regulations
14 Prepare medication records
15 Select and use age-appropriate safety restraint when transporting child

DUTY G: Developing Activities and Programs

TASKS:
1 Plan goals for year's program
2 Plan monthly activities
3 Plan weekly activities
4 Plan daily activities
5 Evaluate plans and change as needed
6 Plan special activities such as field trips
7 Plan special activities for children with special needs
8 Prepare bulletin board displays
9 Arrange clearly defined learning areas
10 Arrange clearly defined activity areas
11 Select items to teach math concepts
12 Select social and career awareness activities
13 Select play activities for use in teaching concepts
14 Select creative play equipment

DUTY H: Presenting Activities and Programs

TASKS:
1 Provide activities to stimulate a variety of skills
2 Assist child individually

3 Assist children with group activities
4 Assist child with problem
5 Record evaluative observation of child at play
6 Organize and guide gross motor activities
7 Organize and guide art activities
8 Plan and guide language activities
9 Plan and guide activities to develop daily living skills
10 Plan and guide activities to develop positive self-image
11 Plan and guide manipulative development activities
12 Plan and guide science activities
13 Plan and guide pre-reading activities
14 Plan and guide music activities
15 Read or tell stories to children
16 Set up and guide movement activities
17 Plan and guide dramatic play activities
18 Supervise routine cleanup by children
19 Guide homework activities of after-school client

DUTY I: Preparing and Serving Food

TASKS: 1 Plan and serve nutritious and appetizing snacks and meals
2 Plan snacks and meals that allow self-feeding
3 Plan and serve nutritious snacks for after-school clients
4 Order food and supplies
5 Check in food and supplies
6 Keep running inventory of food and supplies

DUTY J: Using Growth and Development Activities

TASKS: 1 Develop daily schedule for infants
2 Present activities to infants
3 Record infants' daily activities
4 Develop daily schedule for toddlers
5 Present activities to toddlers
6 Record toddlers' daily activities
7 Develop daily schedule for pre-schoolers
8 Present activities to pre-schoolers
9 Record pre-schoolers' daily activities
10 Develop daily program for school-age clients
11 Present activities to school-age clients
12 Record school-age child's daily activities

DUTY K: Developing Personally

TASKS: 1 Develop strategy for time management
2 Maintain physical health

3 Maintain familiarity with personnel policies
4 Attend seminars and workshops
5 Develop strategy for managing stressful situations
6 Develop strategy for goal attainment

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

DUTY A: Performing Administrative Duties

TASKS:
1 Coordinate activities with other staff members
2 Inventory equipment and supplies
3 Requisition equipment and supplies
4 Maintain up-to-date information on development of infants, toddlers, preschoolers and school-age children to age 12
5 Comply with Department of Children and Family Services licensing regulations
6 Establish and follow standards of child/parent confidentiality and privacy

DUTY B: Performing Secretarial/Clerical Activities

TASKS:
1 Receive and sign for deliveries
2 Type reports and correspondence
3 Greet guests
4 Greet children
5 Record and deliver messages
6 Distribute accurate information on school or center related activities and policies
7 Process incoming calls

DUTY C: Performing Operational Functions

TASKS:
1 Prepare teaching aids
2 Perform daily health inspection
3 Orient child to center
4 Supervise child isolated due to illness or emotional upset
5 Supervise children brushing teeth
6 Supervise children in dressing and undressing
7 Supervise rest time
8 Supervise bathroom procedures
9 Supervise care of pets and plants
10 Supervise children in cleaning cages, pens or containers for pets
11 Clean cages, pens or containers for pets
12 Clean tables, equipment and floors
13 Store supplies and equipment
14 Operate audio-visual equipment
15 Operate laminating equipment
16 Maintain furnishings and equipment
17 Change diapers
18 Toilet train children
19 Sanitize toilets and potty chairs
20 Set up sleeping area
21 Straighten sleep area
22 Operate copy machine
23 Collect laundry

24 Prepare laundry for pickup
25 Wash and dry clothes
26 Store laundry

DUTY D: Providing Guidance and Directing Behavior

TASKS: 1 Guide and direct behavior
2 Monitor behavior of children
3 Develop behavioral expectations by age level
4 Maintain up-to-date information on factors which influence behavior
5 Implement verbal and non-verbal guidance techniques

DUTY E: Working with Parents

TASKS: 1 Observe indications of child abuse and neglect
2 Report child abuse

DUTY F: Safeguarding Child's/Client's Health

TASKS: 1 Analyze symptoms of common illness
2 Locate and correct safety hazards
3 Maintain clean and orderly environment
4 Apply safety rules for children/clients
5 Apply hygiene standards according to regulations
6 Apply first aid
7 Maintain health standards required for employment
8 Make accident, injury and illness reports
9 Control communicable diseases
10 Empty garbage
11 Replenish sanitary supplies
12 Replenish first aid supplies
13 Select and use age-appropriate safety restraint when transporting child

DUTY G: Developing Activities and Programs

TASKS: 1 Prepare bulletin board displays
2 Arrange clearly defined learning areas
3 Arrange clearly defined activity areas
4 Prepare items to teach math concepts
5 Prepare items for social and career awareness activities
6 Prepare materials for art activities
7 Prepare materials for language activities
8 Prepare materials for science activities

9 Prepare materials for positive self-image activities
10 Prepare materials for pre-reading and reading activities

DUTY H: Presenting Activities and Programs

TASKS:
1 Assist child individually
2 Assist children with group activities
3 Assist child with problem
4 Read or tell stories to children
5 Supervise routine cleanup by children
6 Guide homework activities of after-school client
7 Assist teacher with math activities
8 Assist teacher with social and career awareness activities
9 Assist and supervise play activities used in teaching concepts
10 Assist and supervise gross motor activities
11 Assist teacher with art activities
12 Assist teacher with language activities
13 Assist teacher with activities to develop daily living skills
14 Assist teacher with activities to develop positive self-image
15 Assist teacher with activities to develop manipulation
16 Assist teacher with science activities
17 Assist teacher with pre-reading and reading activities
18 Assist teacher with music activities
19 Assist teacher with dramatic play activities

DUTY I: Preparing and Serving Food

TASKS:
1 Plan and serve nutritious and appetizing snacks and meals
2 Plan and serve nutritious snacks for after-school clients
3 Check in food and supplies
4 Store food and supplies
5 Keep running inventory of food and supplies
6 Assist children in preparing foods
7 Assist children/clients in getting ready for snacks and meals
8 Set up tables and high chairs
9 Clean and sanitize kitchen and eating area
10 Wash dishes, glassware, silverware and utensils
11 Store dishes, glassware, silverware and utensils
12 Prepare food
13 Operate small kitchen appliances

14 Operate dishwasher
15 Supervise children in setting tables for meals and snacks

DUTY J: Using Growth and Development Activities

TASKS:
1 Present activities to infants
2 Record infants' daily activities
3 Present activities to toddlers
4 Record toddlers' daily activities
5 Present activities to pre-schoolers
6 Record pre-schoolers' daily activities
7 Present activities to school-age clients
8 Record school-age child's daily activities

DUTY K: Developing Personally

TASKS:
1 Develop strategy for time management
2 Maintain physical health
3 Maintain familiarity with personnel policies
4 Attend seminars and workshops
5 Develop strategy for managing stressful situations
6 Develop strategy for goal attainment

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

ELDER CARE AIDE/ADULT DAY CARE WORKER

DUTY A: Performing Administrative Duties

TASKS:
1 Set up recordkeeping system
2 Administer insurance program
3 Establish operating policies
4 Set up budget
5 Collect and record fees
6 Establish and carry out personnel policies
7 Interview prospective employees
8 Maintain up-to-date personnel files
9 Schedule staff responsibilities
10 Plan staff development activities
11 Conduct staff orientation and training sessions
12 Coordinate activities with other staff members
13 Develop policy handbook
14 Develop personnel handbook
15 Interview prospective clients
16 Interpret functions of center to community
17 Inventory equipment and supplies
18 Purchase equipment and supplies
19 Requisition equipment and supplies
20 Determine licensing standards for caregivers
21 Interpret social history and family background to staff
22 Establish natural disaster safety procedure
23 Plan adult day-care programs
24 Evaluate adult day-care programs
25 Conduct client family conferences
26 Maintain compliance with state regulations for adult day care facilities
27 Maintain up-to-date information on adult health problems
28 Refer family questions to appropriate resources
29 Refer client to agencies as needed
30 Supervise case aides working with client's family
31 Comply with city and state fire marshal regulations
32 Comply with funding agency regulations
33 Comply with public health agency regulations
34 Comply with local government regulations
35 Prepare USDA food records
36 Establish and follow standards of client/family confidentiality and privacy

DUTY B: Performing Secretarial/Clerical Activities

TASKS:
1 Receive and sign for deliveries
2 Maintain client's complete records
3 Greet guests
4 Greet clients
5 Record and deliver messages

6 Distribute accurate information on school or center related activities and policies
7 Process incoming calls

DUTY C: Performing Operational Functions

TASKS:
1 Perform daily health inspection
2 Supervise client isolated due to illness or emotional upset
3 Supervise rest time
4 Supervise bathroom procedures
5 Store supplies and equipment
6 Maintain furnishings and equipment
7 Sanitize toilets and potty chairs
8 Set up sleep area
9 Straighten sleep area
10 Prepare aids such as games and crafts
11 Supervise clients in dressing and undressing
12 Orient client to center

DUTY D: Working with Client's Family

TASKS:
1 Orient family to center and its programs
2 Confer with family on client's program
3 Provide information to family on adult/elder day-care practices
4 Conduct home visit
5 Participate in family workshops and meetings
6 Write report on contact with family
7 Inform family of day-to-day activity
8 Consult caseworker on family problem
9 Observe indications of abuse and neglect
10 Report client abuse
11 Contact family in emergency

DUTY E: Safeguarding Child's/Client's Health

TASKS:
1 Analyze symptoms of common illness
2 Locate and correct safety hazards
3 Maintain clean and orderly environment
4 Conduct emergency drills
5 Implement emergency evacuation plan
6 Apply safety rules for children/clients
7 Apply hygiene standards according to regulations
8 Apply first aid
9 Maintain health standards required for employment
10 Make accident, injury and illness reports
11 Control communicable diseases
12 Take temperatures
13 Administer prescribed medications according to regulations

14 Prepare medication records
15 Empty garbage
16 Replenish sanitary supplies
17 Replenish first aid supplies

DUTY F: Developing Activities and Programs

TASKS:
1 Plan special activities for clients with special needs
2 Plan activities to stimulate physical conditioning
3 Plan goals for year's program
4 Plan monthly activities
5 Plan weekly activities
6 Plan daily activities
7 Evaluate plans and change as needed
8 Plan special activities such as field trips

DUTY G: Presenting Activities and Programs

TASKS:
1 Provide activities to stimulate a variety of skills
2 Assist client individually
3 Assist clients with group activities
4 Assist client with problem
5 Record evaluative observation of client during physical activities

DUTY H: Preparing and Serving Food

TASKS:
1 Plan and serve nutritious and appetizing snacks and meals
2 Order food and supplies
3 Check in food and supplies
4 Store food and supplies
5 Keep running inventory of food and supplies
6 Assist children/clients in getting ready for snacks and meals
7 Set up tables and high chairs
8 Clean and sanitize kitchen and eating area
9 Wash dishes, glassware, silverware and utensils
10 Store dishes, glassware, silverware and utensils
11 Prepare food

DUTY I: Developing Personally

TASKS:
1 Develop strategy for time management
2 Maintain physical health
3 Maintain familiarity with personnel policies
4 Attend seminars and workshops

5 Develop strategy for managing stressful situations
6 Develop strategy for goal attainment

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

DUTY A: Performing Administrative Duties

TASKS:
1 Coordinate activities with other staff members
2 Inventory equipment and supplies
3 Requisition equipment and supplies
4 Maintain up-to-date information on development of infants, toddlers, preschoolers and school-age children to age 12
5 Establish and follow standards of child/parent confidentiality and privacy

DUTY B: Performing Secretarial/Clerical Activities

TASKS:
1 Receive and sign for deliveries
2 Type reports and correspondence
3 Greet children
4 Record and deliver messages
5 Distribute accurate information on school or center related activities and policies
6 Grade papers
7 Record grades
8 Process incoming calls

DUTY C: Performing Operational Functions

TASKS:
1 Prepare teaching aids
2 Orient child to center
3 Supervise child isolated due to illness or emotional upset
4 Supervise children in dressing and undressing
5 Supervise rest time
6 Supervise bathroom procedures
7 Supervise care of pets and plants
8 Supervise children in cleaning cages, pens or containers for pets
9 Clean cages, pens or containers for pets
10 Clean tables, equipment and floors
11 Store supplies and equipment
12 Operate audio-visual equipment
13 Operate laminating equipment
14 Maintain furnishings and equipment

DUTY D: Providing Guidance and Directing Behavior

TASKS:
1 Guide and direct behavior
2 Monitor behavior of children
3 Develop behavioral expectations by age level
4 Maintain up-to-date information on factors which influence behavior
5 Implement verbal and non-verbal guidance techniques

DUTY E: Working with Parents

TASKS:
1 Consult teacher on parents' problems
2 Orient parents to school/center and its programs
3 Write reports on contact with parents
4 Observe indications of child abuse and neglect
5 Report child abuse
6 Contact parents in emergency

DUTY F: Safeguarding Child's/Client's Health

TASKS:
1 Analyze symptoms of common illness
2 Locate and correct safety hazards
3 Maintain clean and orderly environment
4 Apply safety rules for children/clients
5 Apply hygiene standards according to regulations
6 Apply first aid
7 Maintain health standards required for employment
8 Make accident, injury and illness reports
9 Control communicable diseases
10 Empty garbage
11 Replenish sanitary supplies
12 Replenish first aid supplies

DUTY G: Developing Activities and Programs

TASKS:
1 Plan goals for year's program
2 Prepare bulletin board displays
3 Arrange clearly defined learning areas
4 Prepare items to teach math concepts
5 Prepare items for social and career awareness activities
6 Prepare materials for art activities
7 Prepare materials for language activities
8 Prepare materials for science activities
9 Prepare materials for positive self-image activities
10 Prepare materials for pre-reading and reading activities

DUTY H: Presenting Activities and Programs

TASKS:
1 Assist child individually
2 Assist children with group activities
3 Assist child with problem
4 Read or tell stories to children
5 Supervise routine cleanup by children

6 Guide homework activities of after-school client
7 Assist teacher with math activities
8 Assist teacher with social and career awareness activities
9 Assist and supervise play activities used in teaching concepts
10 Assist and supervise gross motor activities
11 Assist teacher with art activities
12 Assist teacher with language activities
13 Assist teacher with activities to develop daily living skills
14 Assist teacher with activities to develop positive self-image
15 Assist teacher with activities to develop manipulation
16 Assist teacher with science activities
17 Assist teacher with pre-reading and reading activities
18 Assist teacher with music activities
19 Assist teacher with dramatic play activities

DUTY I: Preparing and Serving Food

TASKS: 1 Assist children in preparing foods
2 Assist children/clients in getting ready for snacks and meals
3 Supervise children in setting tables for meals and snacks

DUTY J: Developing Personally

TASKS: 1 Develop strategy for time management
2 Maintain physical health
3 Maintain familiarity with personnel policies
4 Attend seminars and workshops
5 Develop strategy for managing stressful situations
6 Develop strategy for goal attainment

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

INFANT AND TODDLER CARE WORKER

DUTY A: Performing Administrative Duties

TASKS:
1 Set up recordkeeping system
2 Administer insurance program
3 Establish operating policies
4 Set up budget
5 Collect and record fees
6 Establish and carry out personnel policies
7 Interview prospective employees
8 Maintain up-to-date personnel files
9 Schedule staff responsibilities
10 Plan staff development activities
11 Conduct staff orientation and training sessions
12 Coordinate activities with other staff members
13 Develop policy handbook
14 Develop personnel handbook
15 Interview prospective clients
16 Interpret functions of center to community
17 Conduct parent conferences
18 Inventory equipment and supplies
19 Requisition equipment and supplies
20 Maintain up-to-date information on development of infants, toddlers, preschoolers and school-age children to age 12
21 Interpret social history and family background to staff
22 Establish natural disaster safety procedure
23 Refer parent questions to appropriate resources
24 Refer child to agencies
25 Comply with Department of Children and Family Services licensing regulations
26 Comply with city and state fire marshal regulations
27 Comply with funding agency regulations
28 Comply with public health agency regulations
29 Comply with local government regulations
30 Prepare USDA food records
31 Log daily infant/toddler stimulation activities
32 Establish and follow standards of child/parent confidentiality and privacy

DUTY B: Performing Secretarial/Clerical Activities

TASKS:
1 Receive and sign for deliveries
2 Type reports and correspondence
3 Maintain child's complete records
4 Greet guests
5 Greet children
6 Record and deliver messages

7 Distribute accurate information on school or center related activities and policies
8 Process incoming calls

DUTY C: Performing Operational Functions

TASKS:
1 Perform daily health inspection
2 Orient child to center
3 Supervise child isolated due to illness or emotional upset
4 Dress and undress children
5 Supervise rest time
6 Clean tables, equipment and floors
7 Store supplies and equipment
8 Maintain furnishings and equipment
9 Change diapers
10 Toilet train children
11 Sanitize changing area
12 Sanitize toilets and potty chairs
13 Set up sleeping area
14 Design developmental activities for child
15 Straighten sleep area
16 Collect laundry
17 Prepare laundry for pickup
18 Wash and dry clothes
19 Store laundry
20 Create environment of acceptance and support
21 Create soft, warm, homelike environment

DUTY D: Providing Guidance and Directing Behavior

TASKS:
1 Guide and direct behavior
2 Develop behavioral expectations by age level
3 Maintain up-to-date information on factors which influence behavior
4 Implement verbal and non-verbal guidance techniques

DUTY E: Working with Parents

TASKS:
1 Orient parents to school/center and its programs
2 Confer with parents on child's development
3 Provide information to parents on child-rearing practices
4 Conduct home visits
5 Participate in parent workshops and meetings
6 Write reports on contact with parents
7 Provide daily information sharing
8 Observe indications of child abuse and neglect
9 Report child abuse

10 Contact parents in emergency
11 Provide opportunities for observation and participation

DUTY F: Safeguarding Child's/Client's Health

TASKS:
1 Analyze symptoms of common illness
2 Locate and correct safety hazards
3 Maintain clean and orderly environment
4 Conduct emergency drills
5 Implement emergency evacuation plan
6 Apply safety rules for children/clients
7 Apply hygiene standards according to regulations
8 Apply first aid
9 Maintain health standards required for employment
10 Make accident, injury and illness reports
11 Control communicable diseases
12 Take temperatures
13 Administer prescribed medications according to regulations
14 Prepare medication records
15 Empty garbage
16 Replenish sanitary supplies
17 Replenish first aid supplies
18 Select and use age-appropriate safety restraint when transporting child

DUTY G: Developing Activities and Programs

TASKS:
1 Plan goals for year's program
2 Plan monthly activities
3 Plan weekly activities
4 Plan daily activities
5 Evaluate plans and change as needed
6 Plan special activities for children with special needs
7 Arrange clearly defined activity areas
8 Select play activities for use in teaching concepts
9 Select creative play equipment
10 Design developmental activities for each child
11 Plan special activities for children with special needs or problems
12 Provide opportunities for self-initiated activities

DUTY H: Presenting Activities and Programs

TASKS:
1 Provide activities to stimulate a variety of skills

2 Assist child with problem
3 Record evaluative observation of child at play
4 Organize and guide gross motor activities
5 Plan and guide language activities
6 Plan and guide activities to develop positive self-image
7 Plan and guide manipulative development activities
8 Read or tell stories to children
9 Set up and guide movement activities
10 Supervise routine cleanup by children
11 Evaluate developmental activities for child

DUTY I: Preparing and Serving Food

TASKS: 1 Plan and serve nutritious and appetizing snacks and meals
2 Plan snacks and meals that allow self-feeding
3 Order food and supplies
4 Check in food and supplies
5 Store food and supplies
6 Keep running inventory of food and supplies
7 Assist children/clients in getting ready for snacks and meals
8 Set up tables and high chairs
9 Clean and sanitize kitchen and eating area
10 Wash dishes, glassware, silverware and utensils
11 Store dishes, glassware, silverware and utensils
12 Prepare food
13 Operate small kitchen appliances
14 Operate dishwasher
15 Bottle-feed infants
16 Spoon-feed infants

DUTY J: Using Growth and Development Activities

TASKS: 1 Develop daily schedule for infants
2 Present activities to infants
3 Record infants' daily activities
4 Develop daily schedule for toddlers
5 Present activities to toddlers
6 Record toddlers' daily activities

DUTY K: Developing Personally

TASKS: 1 Develop strategy for time management
2 Maintain physical health
3 Maintain familiarity with personnel policies

4 Attend seminars and workshops
5 Develop strategy for managing stressful situations
6 Develop strategy for goal attainment

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

Education
For
Employment
Task Lists

Illinois
State Board of
Education

Adult
Vocational and
Technical Education

HOME ECONOMICS OCCUPATIONS

CLOTHING AND APPAREL SERVICES CLUSTER

Fashion Sales Clerk
Fashion Store Manager
Fashion Sales Manager, Retail
Fashion Buyer — Retail and Wholesale
*Employability Skills

*Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

NOTE:

The duties and tasks found in these task lists form the basis of instructional content for secondary, postsecondary and adult occupational training programs. Orientation level instruction, usually offered in grades 9, 10, and 11, is a vital component of all vocational education programs and provides a strong foundation and vehicle for transitioning into occupational training programs.

These materials were prepared under contract with the Illinois State Board of Education, Department of Adult, Vocational and Technical Education ("Illinois Competency Based Vocational Education Project," contract number 27-R1-130).

CLOTHING AND APPAREL SERVICES CLUSTER MATRIX

SC = Fashion Sales Clerk
STM = Fashion Store Manager
SM = Fashion Sales Manager, Retail
BR = Fashion Buyer - Retail and Wholesale

SELLING MERCHANDISE

		SC	STM	SM	BR
1	Greet customer	X	X	X	
2	Determine customer needs, wants and problems	X	X	X	
3	Locate merchandise for customer	X	X	X	
4	Show customer variety of styles	X	X	X	
5	Show customer benefits of garment	X	X	X	
6	Show customer signs of quality construction	X	X	X	
7	Provide information to customer on types of fabrics used in garment	X	X	X	
8	Provide information to customer on special finishes used on fabric	X	X	X	
9	Provide information to customer on any guarantees on clothing	X	X	X	
10	Provide information to customer on care of garment	X	X	X	
11	Locate and suggest accessory items or related products	X	X	X	
12	Locate and suggest alternative garment when desired garment is not available	X	X	X	
13	Suggest larger quantities of merchandise	X	X	X	
14	Inform customer of special promotions	X	X	X	
15	Close sale	X	X	X	
16	Stimulate repeat business	X	X	X	
17	Process telephone orders for merchandise	X	X	X	
18	Maintain current knowledge of fabrics, finishes and care	X	X	X	
19	Show customer fashionable ways to accessorize garments	X	X	X	
20	Mark garments for alteration	X	X	X	

PERFORMING SALES-RELATED ACTIVITIES

		SC	STM	SM	BR
1	Prepare sales slip	X	X	X	
2	Process cash or check sales transaction	X	X	X	
3	Process debit card sales transaction	X	X	X	
4	Process bank credit card sales transaction	X	X	X	
5	Process store charge sales transaction	X	X	X	
6	Process installment credit sale	X	X	X	
7	Secure customer credit information	X	X	X	
8	Package customer's purchase	X	X	X	
9	Gift wrap merchandise	X			
10	Arrange delivery of merchandise	X	X	X	
11	Process exchange of merchandise	X	X	X	
12	Process cash refund for returned merchandise	X	X	X	
13	Process charge credit for returned merchandise	X	X	X	
14	Process lay away sales	X	X	X	
15	Process special order for merchandise	X	X	X	
16	Process coupon sales transaction	X	X	X	
17	Prepare gift certificate	X	X	X	
18	Process gift certificate sales transaction	X	X	X	
19	Process back order	X	X	X	
20	Respond to customer complaint	X	X	X	

CLOTHING AND APPAREL SERVICES CLUSTER MATRIX

		SC	STM	SM	BR
21	Close out cash register	X	X	X	
22	Requisition supplies such as saleschecks and packaging supplies	X			
23	Change cash register tapes	X			
24	Measure customer	X			
25	Arrange for alterations	X		X	
26	Detect and report shoplifting	X	X	X	
27	Detect and report counterfeit currency	X	X	X	
28	Report employee pilferage	X			
29	Follow policy on employee pilferage		X	X	
30	Detect and report fraudulent credit card	X	X	X	
31	Detect and report fraudulent check	X	X	X	
32	Process store transfer		X	X	
33	Prepare bank deposit		X	X	
34	Maintain customer mailing list		X	X	
35	Process rain check sales transaction	X	X	X	

PERFORMING MERCHANDISING DUTIES

		SC	STM	SM	BR
1	Process incoming merchandise	X	X	X	
2	Return damaged merchandise	X	X	X	
3	Prepare merchandise for stock or immediate store display	X	X	X	
4	Code and date stock	X	X	X	
5	Price merchandise	X			
6	Change price on merchandise	X	X		
7	Stock merchandise on shelves, counters, tables or racks	X			
8	Rotate merchandise	X			
9	Coordinate merchandise by size or color	X			
10	Clean shelves, counters, tables or racks	X			
11	Straighten merchandise on shelves, counters, tables or racks	X			
12	Record merchandise sold	X	X	X	
13	Supervise pricing of merchandise			X	
14	Supervise changing of prices on merchandise			X	
15	Supervise rotation of merchandise			X	
16	Supervise stocking of merchandise on shelves, counters, tables or racks			X	
17	Supervise cleaning of shelves, counters, tables or racks			X	
18	Supervise straightening of merchandise on shelves, counters, tables or racks			X	
19	Supervise coordination of merchandise by size or color			X	
20	Record merchandise sold using stock control forms		X	X	
21	Record merchandise sold using ticket stubs	X			
22	Take physical inventory of stock	X			
23	Supervise physical inventory of stock		X	X	
24	Select merchandise to be put on sale			X	
25	Face shelves	X			

CLOTHING AND APPAREL SERVICES CLUSTER MATRIX

PREPARING MERCHANDISE DISPLAYS

		SC	STM	SM	BR
1	Prepare merchandise for display	X		X	
2	Dress mannequin	X		X	
3	Accessorize display merchandise	X		X	
4	Set up counter display	X		X	
5	Set up manufacturer's display	X		X	
6	Set up window display	X		X	
7	Set up interior display	X		X	
8	Set up end-of-aisle display	X		X	
9	Set up showcase display	X		X	
10	Clean and straighten display	X		X	
11	Dismantle display	X		X	
12	Prepare point-of-sale sign or banner	X		X	

FOLLOWING SAFETY PROCEDURES

		SC	STM	SM	BR
1	Remove hazards from work area		X	X	
2	Report safety violations		X	X	
3	Administer emergency first aid techniques		X	X	
4	Complete accident reports and records		X	X	
5	Conduct safety drills		X	X	
6	Inspect for signs of rodents and insects		X	X	
7	Determine accident prevention techniques		X		

MANAGING A FASHION SERVICE ESTABLISHMENT

		SC	STM	SM	BR
1	Enforce security policies			X	
2	Enforce procedures for handling theft			X	
3	Enforce cost-control procedures			X	
4	Conduct ongoing evaluation of effectiveness of operation			X	
5	Survey market for new products and equipment		X	X	
6	Coordinate established operational budget with store manager			X	
7	Open store or department	X	X		
8	Close store or department	X	X		
9	Determine security policies		X		
10	Determine procedures for handling theft		X		
11	Determine customer policies and procedures		X		
12	Determine cost-control procedures		X		
13	Determine personnel policies and procedures		X		
14	Monitor compliance with policies and procedures		X	X	
15	Evaluate effectiveness of operation		X		
16	Determine operating budget		X		

PERFORMING ADVERTISING DUTIES

		SC	STM	SM	BR
1	Analyze competitor's market position		X	X	
2	Coordinate advertising schedule			X	
3	Verify availability of items advertised		X	X	
4	Proof ad		X	X	
5	Inform employees and customers of specials		X	X	
6	Evaluate advertising effectiveness		X	X	
7	Collect gifts for local charities			X	

CLOTHING AND APPAREL SERVICES CLUSTER MATRIX

		SC	STM	SM	BR
8	Attend meetings of local business and service organizations		X	X	
9	Determine target market		X	X	
10	Determine objectives		X	X	
11	Determine content of advertising copy		X	X	
12	Write direct mail copy		X	X	

MANAGING PERSONNEL

		SC	STM	SM	BR
1	Determine staff needs		X	X	
2	Recruit sales employees		X	X	
3	Interview prospective sales employees		X	X	
4	Monitor compliance with federal and state hiring laws		X	X	
5	Explain benefits to employees		X	X	
6	Analyze job tasks		X	X	
7	Enforce established standards for job performance		X	X	
8	Write job descriptions		X	X	
9	Complete employee evaluations		X	X	
10	Review evaluation with staff member		X	X	
11	Train sales staff on dealing with customers		X	X	
12	Train sales staff on management activities		X	X	
13	Train sales staff to handle clerical activities		X	X	
14	Schedule work hours for employees		X	X	
15	Conduct staff training sessions		X	X	
16	Review established policies and procedures with employees		X	X X	
17	Conduct staff meetings		X	X	
18	Settle conflicts between employees		X	X	
19	Terminate employees		X	X	
20	Determine standards for job performance		X		
21	Set salary schedule		X		

DETERMINING MERCHANDISE NEEDS

		SC	STM	SM	BR
1	Track sales trends		X	X	X
2	Maintain current inventory		X	X	X
3	Determine wants and needs of clients		X	X	X
4	Visit supply houses to view merchandise			X	X
5	Attend trade shows		X	X	X
6	View merchandise from visiting salesperson			X	X
7	Review merchandise available by mail			X	X
8	Maintain current file of suppliers		X	X	X
9	Determine budget for new purchases			X	X

SELECTING INVENTORY

		SC	STM	SM	BR
1	Confer with store manager			X	X
2	Confer with buyer		X	X	
3	Review buyer's recommendations		X	X	
4	Maintain current knowledge of fabrics, finishes and care		X	X	X
5	Select garments based on wants and needs of clients		X	X	X
6	Select garments based on current trends of design and color		X	X	X
7	Select garments for leisure wear		X	X	X

CLOTHING AND APPAREL SERVICES CLUSTER MATRIX

		SC	STM	SM	BR
8	Select garments for work		X	X	X
9	Select garments for day wear		X	X	X
10	Select garments for evening wear		X	X	X
11	Select garments for night wear		X	X	X
12	Select undergarments		X	X	X
13	Select fabrics based on inventory needs		X	X	X
14	Select accessory items		X	X	X
15	Select notions		X	X	X
16	Inspect garments for quality of construction		X	X	X
17	Determine types of fabrics used		X	X	X
18	Determine special finishes on garments		X	X	X
19	Determine necessary care of garments		X	X	X
20	Coordinate merchandise selected by color, size and use		X	X	X
21	Inspect accessory items		X	X	X
22	Study fashionable ways to accessorize garments		X	X	X
23	Determine available guarantees		X	X	X
24	Determine special promotionals		X	X	X
25	Arrange payment of installment credit purchase		X	X	X
26	Arrange order for merchandise by mail		X	X	X
27	Arrange order for merchandise by phone		X	X	X
28	Arrange transaction paid by check		X	X	X
29	Arrange transaction paid by purchase order		X	X	X
30	Arrange charge sales order		X	X	X

EMPLOYABILITY SKILLS

DUTY A: Identifying Employment Opportunities

SKILLS: 1 Identify requirements for job
2 Investigate educational opportunities
3 Investigate occupational opportunities
4 Locate resources for finding employment
5 Confer with prospective employers
6 Identify job trends

DUTY B: Applying Employment Seeking Skills

SKILLS: 1 Locate job openings
2 Document skills and abilities (resume)
3 Prepare for interview
4 Participate in interview
5 Complete required tests
6 Complete required forms
7 Write application letter
8 Write follow-up letter
9 Write acceptance letter
10 Evaluate job offer
11 Evaluate job rejection

DUTY C: Interpreting Employment Capabilities

SKILLS: 1 Match interest to job area
2 Match aptitudes to job area
3 Verify abilities
4 Identify immediate work goal
5 Develop career plan

DUTY D: Demonstrating Appropriate Work Behavior

SKILLS: 1 Exhibit dependability
2 Demonstrate punctuality
3 Follow rules and regulations
4 Recognize the consequences of dishonesty
5 Complete assignments in accurate and timely manner
6 Control emotions
7 Assume responsibility for own decisions and actions
8 Exhibit pride and loyalty
9 Exhibit ability to handle pressures and tensions
10 Demonstrate ability to set priorities
11 Demonstrate problem-solving skills

DUTY E: Maintaining Safe and Healthy Environment

SKILLS: 1 Comply with safety and health rules
2 Select correct tools and equipment
3 Utilize equipment correctly

4 Use appropriate action during emergencies
5 Maintain clean and orderly work area
6 Demonstrate personal hygiene and cleanliness

DUTY F: Maintaining Business-Like Image

SKILLS:
1 Participate in company or agency orientation
2 Demonstrate knowledge of company or agency products and services
3 Exhibit positive behavior
4 Read current job-related publications
5 Support and promote employer's company image and purpose
6 Maintain appearance to comply with company standards

DUTY G: Maintaining Working Relationships with Others

SKILLS:
1 Work productively with others
2 Show empathy, respect and support for others
3 Demonstrate procedures and assist others when necessary
4 Recognize, analyze and solve or refer problems
5 Minimize occurrence of problems
6 Channel emotional reaction constructively

DUTY H: Communicating on the Job

SKILLS:
1 Read and comprehend written communications and information
2 Use correct grammar
3 Speak effectively with others
4 Use job-related terminology
5 Listen attentively
6 Write legibly
7 Use telephone etiquette
8 Follow written and oral directions
9 Ask questions
10 Locate information in order to accomplish task
11 Prepare written communication
12 Utilize keyboarding skills
13 Utilize computer skills

DUTY I: Adapting to Change

SKILLS:
1 Recognize need to change
2 Demonstrate willingness to learn
3 Demonstrate flexibility
4 Participate in continuing education
5 Seek work challenges
6 Adjust career goals/plan as needed

DUTY J: Understanding How a Business Works

SKILLS: 1 Recognize the role of business in the enterprise system
2 Identify general responsibilities of employees
3 Identify general responsibilities of management/employers
4 Investigate opportunities and options for business ownership
5 Identify planning processes needed to open a business
6 Participate in meetings

DUTY K: Performing Mathematical Skills

SKILLS: 1 Apply mathematics for problem solving
2 Add and subtract whole numbers, decimals and fractions
3 Multiply and divide whole numbers, decimals and fractions
4 Convert numbers between forms expressed as fractions, decimals and percents
5 Convert between standard American units of measure
6 Convert between standard American units and metric units

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

FASHION SALES CLERK

DUTY A: Selling Merchandise

TASKS:
1 Greet customer
2 Determine customer needs, wants and problems
3 Locate merchandise for customer
4 Show customer variety of styles
5 Show customer benefits of garment
6 Show customer signs of quality construction
7 Provide information to customer on types of fabrics used in garment
8 Provide information to customer on special finishes used on fabric
9 Provide information to customer on any guarantees on clothing
10 Provide information to customer on care of garment
11 Locate and suggest accessory items or related products
12 Locate and suggest alternative garment when desired garment is not available
13 Suggest larger quantities of merchandise
14 Inform customer of special promotions
15 Close sale
16 Stimulate repeat business
17 Process telephone orders for merchandise
18 Maintain current knowledge of fabrics, finishes and care
19 Show customer fashionable ways to accessorize garments
20 Mark garments for alteration

DUTY B: Performing Sales-Related Activities

TASKS:
1 Prepare sales slip
2 Process cash or check sales transaction
3 Process debit card sales transaction
4 Process bank credit card sales transaction
5 Process store charge sales transaction
6 Process installment credit sale
7 Secure customer credit information
8 Package customer's purchase
9 Gift wrap merchandise
10 Arrange delivery of merchandise
11 Process exchange of merchandise
12 Process cash refund for returned merchandise
13 Process charge credit for returned merchandise
14 Process lay away sales
15 Process special order for merchandise
16 Process coupon sales transaction
17 Prepare gift certificate
18 Process gift certificate sales transaction
19 Process back order
20 Respond to customer complaint
21 Close out cash register
22 Requisition supplies such as saleschecks and packaging supplies

23 Change cash register tapes
24 Measure customer
25 Arrange for alterations
26 Detect and report shoplifting
27 Detect and report counterfeit currency
28 Report employee pilferage
29 Detect and report fraudulent credit card
30 Detect and report fraudulent check
31 Process rain check sales transaction

DUTY C: Performing Merchandising Duties

TASKS:
1 Process incoming merchandise
2 Return damaged merchandise
3 Prepare merchandise for stock or immediate store display
4 Code and date stock
5 Price merchandise
6 Change price on merchandise
7 Stock merchandise on shelves, counters, tables or racks
8 Rotate merchandise
9 Coordinate merchandise by size or color
10 Clean shelves, counters, tables or racks
11 Straighten merchandise on shelves, counters, tables or racks
12 Record merchandise sold
13 Record merchandise sold using ticket stubs
14 Take physical inventory of stock
15 Face shelves

DUTY D: Preparing Merchandise Displays

TASKS:
1 Prepare merchandise for display
2 Dress mannequin
3 Accessorize display merchandise
4 Set up counter display
5 Set up manufacturer's display
6 Set up window display
7 Set up interior display
8 Set up end-of-aisle display
9 Set up showcase display
10 Clean and straighten display
11 Dismantle display
12 Prepare point-of-sale sign or banner

DUTY E: Managing a Fashion Service Establishment

TASKS: 1 Open store or department
2 Close store or department

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

FASHION STORE MANAGER

DUTY A: Selling Merchandise

TASKS:
1 Greet customer
2 Determine customer needs, wants and problems
3 Locate merchandise for customer
4 Show customer variety of styles
5 Show customer benefits of garment
6 Show customer signs of quality construction
7 Provide information to customer on types of fabrics used in garment
8 Provide information to customer on special finishes used on fabric
9 Provide information to customer on any guarantees on clothing
10 Provide information to customer on care of garment
11 Locate and suggest accessory items or related products
12 Locate and suggest alternative garment when desired garment is not available
13 Suggest larger quantities of merchandise
14 Inform customer of special promotions
15 Close sale
16 Stimulate repeat business
17 Process telephone orders for merchandise
18 Maintain current knowledge of fabrics, finishes and care
19 Show customer fashionable ways to accessorize garments
20 Mark garments for alteration

DUTY B: Performing Sales-Related Activities

TASKS:
1 Prepare sales slip
2 Process cash or check sales transaction
3 Process debit card sales transaction
4 Process bank credit card sales transaction
5 Process store charge sales transaction
6 Process installment credit sale
7 Secure customer credit information
8 Package customer's purchase
9 Arrange delivery of merchandise
10 Process exchange of merchandise
11 Process cash refund for returned merchandise
12 Process charge credit for returned merchandise
13 Process lay away sales
14 Process special order for merchandise
15 Process coupon sales transaction
16 Prepare gift certificate
17 Process gift certificate sales transaction
18 Process back order
19 Respond to customer complaint
20 Close out cash register
21 Detect and report shoplifting
22 Detect and report counterfeit currency
23 Follow policy on employee pilferage
24 Detect and report fraudulent credit card
25 Detect and report fraudulent check

26 Process store transfer
27 Prepare bank deposit
28 Maintain customer mailing list
29 Process rain check sales transaction

DUTY C: Performing Merchandising Duties

TASKS:
1 Process incoming merchandise
2 Return damaged merchandise
3 Prepare merchandise for stock or immediate store display
4 Code and date stock
5 Change price on merchandise
6 Record merchandise sold
7 Record merchandise sold using stock control forms
8 Supervise physical inventory of stock

DUTY D: Following Safety Procedures

TASKS:
1 Remove hazards from work area
2 Report safety violations
3 Administer emergency first aid techniques
4 Complete accident reports and records
5 Conduct safety drills
6 Inspect for signs of rodents and insects
7 Determine accident prevention techniques

DUTY E: Managing a Fashion Service Establishment

TASKS:
1 Survey market for new products and equipment
2 Open store or department
3 Close store or department
4 Determine security policies
5 Determine procedures for handling theft
6 Determine customer policies and procedures
7 Determine cost-control procedures
8 Determine personnel policies and procedures
9 Monitor compliance with policies and procedures
10 Evaluate effectiveness of operation
11 Determine operating budget

DUTY F: Performing Advertising Duties

TASKS:
1 Analyze competitor's market position
2 Verify availability of items advertised
3 Proof ad
4 Inform employees and customers of specials
5 Evaluate advertising effectiveness
6 Attend meetings of local business and service organizations
7 Determine target market
8 Determine objectives

9 Determine content of advertising copy
10 Write direct mail copy

DUTY G: Managing Personnel

TASKS:
1 Determine staff needs
2 Recruit sales employees
3 Interview prospective sales employees
4 Monitor compliance with federal and state hiring laws
5 Explain benefits to employees
6 Analyze job tasks
7 Enforce established standards for job performance
8 Write job descriptions
9 Complete employee evaluations
10 Review evaluation with staff member
11 Train sales staff on dealing with customers
12 Train sales staff on management activities
13 Train sales staff to handle clerical activities
14 Schedule work hours for employees
15 Conduct staff training sessions
16 Review established policies and procedures with employees
17 Conduct staff meetings
18 Settle conflicts between employees
19 Terminate employees
20 Determine standards for job performance
21 Set salary schedule

DUTY H: Determining Merchandise Needs

TASKS:
1 Track sales trends
2 Maintain current inventory
3 Determine wants and needs of clients
4 Attend trade shows
5 Maintain current file of suppliers

DUTY I: Selecting Inventory

TASKS:
1 Confer with buyer
2 Review buyer's recommendations
3 Maintain current knowledge of fabrics, finishes and care
4 Select garments based on wants and needs of clients
5 Select garments based on current trends of design and color
6 Select garments for leisure wear
7 Select garments for work
8 Select garments for day wear
9 Select garments for evening wear
10 Select garments for night wear
11 Select undergarments
12 Select fabrics based on inventory needs
13 Select accessory items

14 Select notions
15 Inspect garments for quality of construction
16 Determine types of fabrics used
17 Determine special finishes on garments
18 Determine necessary care of garments
19 Coordinate merchandise selected by color, size and use
20 Inspect accessory items
21 Study fashionable ways to accessorize garments
22 Determine available guarantees
23 Determine special promotionals
24 Arrange payment of installment credit purchase
25 Arrange order for merchandise by mail
26 Arrange order for merchandise by phone
27 Arrange transaction paid by check
28 Arrange transaction paid by purchase order
29 Arrange charge sales order

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

DUTY A: Selling Merchandise

TASKS:
1 Greet customer
2 Determine customer needs, wants and problems
3 Locate merchandise for customer
4 Show customer variety of styles
5 Show customer benefits of garment
6 Show customer signs of quality construction
7 Provide information to customer on types of fabrics used in garment
8 Provide information to customer on special finishes used on fabric
9 Provide information to customer on any guarantees on clothing
10 Provide information to customer on care of garment
11 Locate and suggest accessory items or related products
12 Locate and suggest alternative garment when desired garment is not available
13 Suggest larger quantities of merchandise
14 Inform customer of special promotions
15 Close sale
16 Stimulate repeat business
17 Process telephone orders for merchandise
18 Maintain current knowledge of fabrics, finishes and care
19 Show customer fashionable ways to accessorize garments
20 Mark garments for alteration

DUTY B: Performing Sales-Related Activities

TASKS:
1 Prepare sales slip
2 Process cash or check sales transaction
3 Process debit card sales transaction
4 Process bank credit card sales transaction
5 Process store charge sales transaction
6 Process installment credit sale
7 Secure customer credit information
8 Package customer's purchase
9 Arrange delivery of merchandise
10 Process exchange of merchandise
11 Process cash refund for returned merchandise
12 Process charge credit for returned merchandise
13 Process lay away sales
14 Process special order for merchandise
15 Process coupon sales transaction
16 Prepare gift certificate
17 Process gift certificate sales transaction
18 Process back order
19 Respond to customer complaint
20 Close out cash register
21 Arrange for alterations
22 Detect and report shoplifting
23 Detect and report counterfeit currency
24 Follow policy on employee pilferage
25 Detect and report fraudulent credit card

26 Detect and report fraudulent check
27 Process store transfer
28 Prepare bank deposit
29 Maintain customer mailing list
30 Process rain check sales transaction

DUTY C: Performing Merchandising Duties

TASKS:
1 Process incoming merchandise
2 Return damaged merchandise
3 Prepare merchandise for stock or immediate store display
4 Code and date stock
5 Record merchandise sold
6 Supervise pricing of merchandise
7 Supervise changing of prices on merchandise
8 Supervise rotation of merchandise
9 Supervise stocking of merchandise on shelves, counters, tables or racks
10 Supervise cleaning of shelves, counters, tables or racks
11 Supervise straightening of merchandise on shelves, counters, tables or racks
12 Supervise coordination of merchandise by size or color
13 Record merchandise sold using stock control forms
14 Supervise physical inventory of stock
15 Select merchandise to be put on sale

DUTY D: Preparing Merchandise Displays

TASKS:
1 Prepare merchandise for display
2 Dress mannequin
3 Accessorize display merchandise
4 Set up counter display
5 Set up manufacturer's display
6 Set up window display
7 Set up interior display
8 Set up end-of-aisle display
9 Set up showcase display
10 Clean and straighten display
11 Dismantle display
12 Prepare point-of-sale sign or banner

DUTY E: Following Safety Procedures

TASKS:
1 Remove hazards from work area
2 Report safety violations
3 Administer emergency first aid techniques
4 Complete accident reports and records
5 Conduct safety drills
6 Inspect for signs of rodents and insects

DUTY F: Managing a Fashion Service Establishment

TASKS:
1 Enforce security policies
2 Enforce procedures for handling theft
3 Enforce cost-control procedures
4 Conduct ongoing evaluation of effectiveness of operation
5 Survey market for new products and equipment
6 Coordinate established operational budget with store manager
7 Monitor compliance with policies and procedures

DUTY G: Performing Advertising Duties

TASKS:
1 Analyze competitor's market position
2 Coordinate advertising schedule
3 Verify availability of items advertised
4 Proof ad
5 Inform employees and customers of specials
6 Evaluate advertising effectiveness
7 Collect gifts for local charities
8 Attend meetings of local business and service organizations
9 Determine target market
10 Determine objectives
11 Determine content of advertising copy
12 Write direct mail copy

DUTY H: Managing Personnel

TASKS:
1 Determine staff needs
2 Recruit sales employees
3 Interview prospective sales employees
4 Monitor compliance with federal and state hiring laws
5 Explain benefits to employees
6 Analyze job tasks
7 Enforce established standards for job performance
8 Write job descriptions
9 Complete employee evaluations
10 Review evaluation with staff member
11 Train sales staff on dealing with customers
12 Train sales staff on management activities
13 Train sales staff to handle clerical activities
14 Schedule work hours for employees
15 Conduct staff training sessions
16 Review established policies and procedures with employees
17 Conduct staff meetings
18 Settle conflicts between employees
19 Terminate employees

DUTY I: Determining Merchandise Needs

TASKS:
1 Track sales trends
2 Maintain current inventory
3 Determine wants and needs of clients
4 Visit supply houses to view merchandise
5 Attend trade shows
6 View merchandise from visiting salesperson
7 Review merchandise available by mail
8 Maintain current file of suppliers
9 Determine budget for new purchases

DUTY J: Selecting Inventory

TASKS:
1 Confer with store manager
2 Confer with buyer
3 Review buyer's recommendations
4 Maintain current knowledge of fabrics, finishes and care
5 Select garments based on wants and needs of clients
6 Select garments based on current trends of design and color
7 Select garments for leisure wear
8 Select garments for work
9 Select garments for day wear
10 Select garments for evening wear
11 Select garments for night wear
12 Select undergarments
13 Select fabrics based on inventory needs
14 Select accessory items
15 Select notions
16 Inspect garments for quality of construction
17 Determine types of fabrics used
18 Determine special finishes on garments
19 Determine necessary care of garments
20 Coordinate merchandise selected by color, size and use
21 Inspect accessory items
22 Study fashionable ways to accessorize garments
23 Determine available guarantees
24 Determine special promotionals
25 Arrange payment of installment credit purchase
26 Arrange order for merchandise by mail
27 Arrange order for merchandise by phone
28 Arrange transaction paid by check
29 Arrange transaction paid by purchase order
30 Arrange charge sales order

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

FASHION BUYER-RETAIL AND WHOLESALE

DUTY A: Determining Merchandise Needs

TASKS:
1 Track sales trends
2 Maintain current inventory
3 Determine wants and needs of clients
4 Visit supply houses to view merchandise
5 Attend trade shows
6 View merchandise from visiting salesperson
7 Review merchandise available by mail
8 Maintain current file of suppliers
9 Determine budget for new purchases

DUTY B: Selecting Inventory

TASKS:
1 Confer with store manager
2 Maintain current knowledge of fabrics, finishes and care
3 Select garments based on wants and needs of clients
4 Select garments based on current trends of design and color
5 Select garments for leisure wear
6 Select garments for work
7 Select garments for day wear
8 Select garments for evening wear
9 Select garments for night wear
10 Select undergarments
11 Select fabrics based on inventory needs
12 Select accessory items
13 Select notions
14 Inspect garments for quality of construction
15 Determine types of fabrics used
16 Determine special finishes on garments
17 Determine necessary care of garments
18 Coordinate merchandise selected by color, size and use
19 Inspect accessory items
20 Study fashionable ways to accessorize garments
21 Determine available guarantees
22 Determine special promotionals
23 Arrange payment of installment credit purchase
24 Arrange order for merchandise by mail
25 Arrange order for merchandise by phone
26 Arrange transaction paid by check
27 Arrange transaction paid by purchase order
28 Arrange charge sales order

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

Education
For
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Task Lists

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HOME ECONOMICS OCCUPATIONS

INSTITUTIONAL AND HOME MANAGEMENT SERVICES CLUSTER

Cleaner / Domestic Housekeeper
Cleaner / Institutional Housekeeper
*Employability Skills

*Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

INSTITUTIONAL AND HOME MANAGEMENT SERVICES CLUSTER MATRIX

DH = Cleaner/Domestic Housekeeper
IH = Cleaner/Institutional Housekeeper

DEVELOPING AND MAINTAINING INTERPERSONAL RELATIONSHIPS

		DH	IH
1	Communicate with client concerning preferred cleaning procedures	X	
2	Communicate job-related problems to client	X	
3	Communicate with client regarding privileges and restrictions such as smoking	X	
4	Communicate with other workers regarding work activities	X	X
5	Communicate with supervisor concerning cleaning procedures		X
6	Communicate with supervisor concerning privileges and restrictions		X
7	Attend meetings called by supervisor		X

FOLLOWING ETHICAL STANDARDS

		DH	IH
1	Follow recommended procedures for entering and leaving	X	
2	Enter and leave guest rooms by recommended procedures		X
3	Establish and follow standards of client confidentiality and privacy	X	
4	Communicate matters of legal importance to supervisor and client	X	X
5	Maintain positive attitudes without compromising personal standards	X	X

MANAGING BUSINESS MATTERS

		DH	IH
1	Establish and follow payment rates consistently	X	
2	Increase rates and justify as appropriate	X	
3	Provide references	X	
4	Discuss benefits such as social security and insurance with client	X	
5	Discuss responsibility for damage with client	X	
6	Develop written agreement with client	X	
7	Develop release forms for household valuables	X	
8	Recommend alternative services	X	
9	Develop weekly schedules	X	
10	Develop personal standards regarding acceptance of tips, gifts and discards	X	
11	Establish and follow client termination procedures	X	

DEVELOPING RAPPORT WITH CHILDREN AND PETS

		DH	IH
1	Use names of children and pets	X	
2	Follow client's wishes concerning children and pets	X	
3	Observe client's wishes regarding children's possessions	X	
4	Communicate feelings regarding pets to client	X	

HANDLING SPECIAL SITUATIONS

		DH	IH
1	Receive and deliver telephone messages	X	
2	Maintain household security	X	
3	Answer doors in businesslike manner	X	

	DH	IH
4 Accept deliveries	X	
5 Report abnormal situations to client	X	

ORGANIZING WORK PROCEDURES

	DH	IH
1 Determine work to be done	X	
2 Determine client checklist of priorities	X	
3 Determine equipment and supplies needed	X	
4 Determine time and energy required to perform tasks	X	

MAINTAINING AND USING EQUIPMENT AND SUPPLIES

	DH	IH
1 Keep electrical cleaning appliances in working order	X	X
2 Wash cleaning materials such as rags, mopheads, wax applicators and sponges	X	X
3 Maintain inventory of cleaning tools, equipment and cleaning supplies	X	X
4 Maintain and use basic repair tools	X	X
5 Try new products and equipment	X	
6 Replenish cleaning supplies and materials	X	X

PERFORMING SPECIAL INSIDE AND OUTSIDE ACTIVITIES

	DH	IH
1 Clean closets and storage areas	X	X
2 Arrange clothing in storage areas	X	
3 Turn mattresses	X	X
4 Clean exhaust fans in bathrooms	X	X
5 Wash walls and ceilings	X	X
6 Clean ovens	X	X
7 Clean insides of cupboards and cabinets	X	X
8 Change shelfpaper	X	
9 Defrost refrigerators and freezers	X	X
10 Clean behind and under major appliances	X	X
11 Wax floors	X	X
12 Sweep up insects and cobwebs	X	X
13 Clean fireplaces and hearths	X	X
14 Clean heat and air conditioning filters and vents	X	X
15 Remove mold and mildew from surfaces	X	X
16 Air blankets, pillows and mattresses	X	X
17 Clean patios, porches and walks	X	X
18 Polish silverware, brass and pewter	X	
19 Shampoo rugs and carpets	X	X

PERFORMING GENERAL CLEANING ACTIVITIES

	DH	IH
1 Ventilate rooms and other areas	X	X
2 Clean lamps and light fixtures, remove and replace light bulbs	X	X
3 Clean woodwork	X	X
4 Clean writing surfaces such as chalkboards		X
5 Clean patio doors, windows, screens and sills	X	X
6 Clean window treatments	X	X
7 Clean telephones	X	X
8 Dispose of garbage and trash	X	X

		DH	IH
9	Clean, disinfect and deodorize trash receptacles and compactors	X	X
10	Dust, polish, wash and wax furniture as needed	X	X
11	Clean plastics, vinyls and leathers	X	X
12	Clean mirrors	X	X
13	Clean chrome, porcelain, glass and ceramic surfaces	X	X
14	Sweep and dust mop floors	X	X
15	Schedule cleaning tasks	X	X
16	Dust all surfaces	X	X
17	Replace all disposables such as tissues	X	X
18	Check all electrical appliances for operations and safety	X	X
19	Clean floors	X	X
20	Vacuum rugs and carpeting	X	X
21	Clean upholstered items	X	X
22	Spot clean walls and woodwork	X	X
23	Clean ceiling, walls and vents	X	X
24	Move furniture	X	X
25	Move equipment	X	X
26	Remove stains from various surfaces and materials	X	X
27	Clean and sanitize restrooms and shower rooms	X	X
28	Clean cupboards, counters, vanities and accessories	X	X
29	Clean sinks and drains	X	X

MAINTAINING POSITIVE GUEST CONTACTS

		DH	IH
1	Maintain security of guest rooms		X
2	Relate to guests in a courteous, friendly manner		X
3	Respond to guest inquiries and special requests		X
4	Turn in items left in room by guests		X
5	Assist individuals in locating fire escapes and exits		X

CLEANING KITCHENS

		DH	IH
1	Perform general kitchen cleaning procedures	X	X
2	Clean inside and outside of appliances	X	X
3	Clean small appliances	X	X
4	Clean metal and glass surfaces	X	X
5	Wash dishes	X	X

CLEANING BATHROOMS

		DH	IH
1	Perform general bathroom cleaning procedures	X	X
2	Clean shower, tub and bathing surfaces	X	X
3	Scrub and disinfect insides and outsides of toilets	X	X
4	Remove soiled bath linens to designated place	X	X
5	Replenish towels and bath mats	X	X

CLEANING BEDROOMS AND LIVING AREAS

		DH	IH
1	Perform general bedroom and living area cleaning procedures	X	X
2	Make beds	X	X
3	Strip dirty bed linens and remove to designated place	X	X
4	Clean underneath furniture	X	X
5	Rotate cushions	X	
6	Dust wall hangings, bric-a-brac, bookcases and accessories	X	X

		DH	IH
7	Collect, empty, clean and replace ashtrays, glasses, pitchers and ice buckets		X
8	Sanitize rooms		X
9	Deodorize rooms		X
10	Complete final check of room		X
11	Lock all guest rooms		X
12	Complete occupancy reports		X
13	Complete and submit assignment sheets		X

CLEANING LAUNDRY AND UTILITY AREAS

		DH	IH
1	Perform general laundry and utility area cleaning procedures	X	
2	Check and organize cleaning supplies	X	
3	Remove fire hazards	X	
4	Clean appliances	X	

CLEANING SPECIAL AREAS

		DH	IH
1	Clean inside stairways		X
2	Report special problems		X
3	Clean storage areas inside and outside		X
4	Clean outside stairways		X
5	Clean sidewalks		X
6	Deodorize trash areas		X
7	Sanitize trash areas		X
8	Care for grounds around building as required		X
9	Clean outside areas such as walkways, patios, driveways and parking lots		X

COMMUNICATING INFORMATION

		DH	IH
1	Provide employment information		X
2	Follow sign-in procedure		X
3	Pick up daily assignment sheets		X
4	Report supplies needed	X	X
5	Report special cleaning problems	X	X
6	Report special maintenance problems	X	X
7	Report special safety problems	X	X
8	Report sighting of rodents and insects	X	X
9	Report security problems such as unlocked doors	X	X
10	Report valuables or other items found	X	X
11	Report items missing from rooms		X
12	Report special problems with rooms	X	X
13	Report suspicious situations	X	X
14	Follow sign out procedures		X

PERFORMING LAUNDRY ACTIVITIES

		DH	IH
1	Collect soiled linens		X
2	Deliver linens to laundry area		X
3	Sort and prespot laundry	X	X
4	Wash laundry	X	X
5	Hand-launder items	X	X
6	Dry laundry	X	X
7	Sort linens needing mending or rewashing		X

		DH	IH
8	Fold laundry	X	X
9	Store laundry	X	X
10	Iron or press laundry	X	X
11	Wash blankets and bedspreads	X	X
12	Distribute clean linens and clothing such as uniforms		X
13	Report special problems with all fabrics such as tears and stains	X	X

FOLLOWING APPROPRIATE LINEN ROOM PROCEDURES

		DH	IH
1	Process all "check-out" and "in-order" room communication between housekeeping and front desk		X
2	Check each housekeeping cart to ensure that it is equipped and supplied		X
3	Count supplies, linens and uniforms to account for every item		X
4	Check all "Do Not Disturb" rooms according to prescribed procedures		X
5	Check for reassigned uncleaned rooms		X
6	Process telephone requests and complaints directed to housekeeping		X
7	Process all lost and found items according to policy		X
8	Mend linens and uniforms		X
9	Order needed supplies, linens and uniforms		X

EMPLOYABILITY SKILLS

DUTY A: Identifying Employment Opportunities

SKILLS: 1 Identify requirements for job
2 Investigate educational opportunities
3 Investigate occupational opportunities
4 Locate resources for finding employment
5 Confer with prospective employers
6 Identify job trends

DUTY B: Applying Employment Seeking Skills

SKILLS: 1 Locate job openings
2 Document skills and abilities (resume)
3 Prepare for interview
4 Participate in interview
5 Complete required tests
6 Complete required forms
7 Write application letter
8 Write follow-up letter
9 Write acceptance letter
10 Evaluate job offer
11 Evaluate job rejection

DUTY C: Interpreting Employment Capabilities

SKILLS: 1 Match interest to job area
2 Match aptitudes to job area
3 Verify abilities
4 Identify immediate work goal
5 Develop career plan

DUTY D: Demonstrating Appropriate Work Behavior

SKILLS: 1 Exhibit dependability
2 Demonstrate punctuality
3 Follow rules and regulations
4 Recognize the consequences of dishonesty
5 Complete assignments in accurate and timely manner
6 Control emotions
7 Assume responsibility for own decisions and actions
8 Exhibit pride and loyalty
9 Exhibit ability to handle pressures and tensions
10 Demonstrate ability to set priorities
11 Demonstrate problem-solving skills

DUTY E: Maintaining Safe and Healthy Environment

SKILLS: 1 Comply with safety and health rules
2 Select correct tools and equipment
3 Utilize equipment correctly

4 Use appropriate action during emergencies
5 Maintain clean and orderly work area
6 Demonstrate personal hygiene and cleanliness

DUTY F: Maintaining Business-Like Image

SKILLS: 1 Participate in company or agency orientation
2 Demonstrate knowledge of company or agency products and services
3 Exhibit positive behavior
4 Read current job-related publications
5 Support and promote employer's company image and purpose
6 Maintain appearance to comply with company standards

DUTY G: Maintaining Working Relationships with Others

SKILLS: 1 Work productively with others
2 Show empathy, respect and support for others
3 Demonstrate procedures and assist others when necessary
4 Recognize, analyze and solve or refer problems
5 Minimize occurrence of problems
6 Channel emotional reaction constructively

DUTY H: Communicating on the Job

SKILLS: 1 Read and comprehend written communications and information
2 Use correct grammar
3 Speak effectively with others
4 Use job-related terminology
5 Listen attentively
6 Write legibly
7 Use telephone etiquette
8 Follow written and oral directions
9 Ask questions
10 Locate information in order to accomplish task
11 Prepare written communication
12 Utilize keyboarding skills
13 Utilize computer skills

DUTY I: Adapting to Change

SKILLS: 1 Recognize need to change
2 Demonstrate willingness to learn
3 Demonstrate flexibility
4 Participate in continuing education
5 Seek work challenges
6 Adjust career goals/plan as needed

DUTY J: Understanding How a Business Works

SKILLS: 1 Recognize the role of business in the enterprise system
2 Identify general responsibilities of employees
3 Identify general responsibilities of management/employers
4 Investigate opportunities and options for business ownership
5 Identify planning processes needed to open a business
6 Participate in meetings

DUTY K: Performing Mathematical Skills

SKILLS: 1 Apply mathematics for problem solving
2 Add and subtract whole numbers, decimals and fractions
3 Multiply and divide whole numbers, decimals and fractions
4 Convert numbers between forms expressed as fractions, decimals and percents
5 Convert between standard American units of measure
6 Convert between standard American units and metric units

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DUTY A: Developing and Maintaining Interpersonal Relationships

TASKS:
1 Communicate with client concerning preferred cleaning procedures
2 Communicate job-related problems to client
3 Communicate with client regarding privileges and restrictions such as smoking
4 Communicate with other workers regarding work activities

DUTY B: Following Ethical Standards

TASKS:
1 Follow recommended procedures for entering and leaving
2 Establish and follow standards of client confidentiality and privacy
3 Communicate matters of legal importance to supervisor and client
4 Maintain positive attitudes without compromising personal standards

DUTY C: Managing Business Matters

TASKS:
1 Establish and follow payment rates consistently
2 Increase rates and justify as appropriate
3 Provide references
4 Discuss benefits such as social security and insurance with client
5 Discuss responsibility for damage with client
6 Develop written agreement with client
7 Develop release forms for household valuables
8 Recommend alternative services
9 Develop weekly schedules
10 Develop personal standards regarding acceptance of tips, gifts and discards
11 Establish and follow client termination procedures

DUTY D: Developing Rapport with Children and Pets

TASKS:
1 Use names of children and pets
2 Follow client's wishes concerning children and pets
3 Observe client's wishes regarding children's possessions
4 Communicate feelings regarding pets to client

DUTY E: Handling Special Situations

TASKS:
1 Receive and deliver telephone messages
2 Maintain household security
3 Answer doors in businesslike manner
4 Accept deliveries
5 Report abnormal situations to client

DUTY F: Organizing Work Procedures

TASKS: 1 Determine work to be done
2 Determine client checklist of priorities
3 Determine equipment and supplies needed
4 Determine time and energy required to perform tasks

DUTY G: Maintaining and Using Equipment and Supplies

TASKS: 1 Keep electrical cleaning appliances in working order
2 Wash cleaning materials such as rags, mopheads, wax applicators and sponges
3 Maintain inventory of cleaning tools, equipment and cleaning supplies
4 Maintain and use basic repair tools
5 Try new products and equipment
6 Replenish cleaning supplies and materials

DUTY H: Performing Special Inside and Outside Activities

TASKS: 1 Clean closets and storage areas
2 Arrange clothing in storage areas
3 Turn mattresses
4 Clean exhaust fans in bathrooms
5 Wash walls and ceilings
6 Clean ovens
7 Clean insides of cupboards and cabinets
8 Change shelfpaper
9 Defrost refrigerators and freezers
10 Clean behind and under major appliances
11 Wax floors
12 Sweep up insects and cobwebs
13 Clean fireplaces and hearths
14 Clean heat and air conditioning filters and vents
15 Remove mold and mildew from surfaces
16 Air blankets, pillows and mattresses
17 Clean patios, porches and walks
18 Polish silverware, brass and pewter
19 Shampoo rugs and carpets

DUTY I: Performing General Cleaning Activities

TASKS: 1 Ventilate rooms and other areas
2 Clean lamps and light fixtures, remove and replace light bulbs
3 Clean woodwork
4 Clean patio doors, windows, screens and sills
5 Clean window treatments
6 Clean telephones
7 Dispose of garbage and trash
8 Clean, disinfect and deodorize trash receptacles and compactors
9 Dust, polish, wash and wax furniture as needed
10 Clean plastics, vinyls and leathers

11 Clean mirrors
12 Clean chrome, porcelain, glass and ceramic surfaces
13 Sweep and dust mop floors
14 Schedule cleaning tasks
15 Dust all surfaces
16 Replace all disposables such as tissues
17 Check all electrical appliances for operations and safety
18 Clean floors
19 Vacuum rugs and carpeting
20 Clean upholstered items
21 Spot clean walls and woodwork
22 Clean ceiling, walls and vents
23 Move furniture
24 Move equipment
25 Remove stains from various surfaces and materials
26 Clean and sanitize restrooms and shower rooms
27 Clean cupboards, counters, vanities and accessories
28 Clean sinks and drains

DUTY J: Cleaning Kitchens

TASKS: 1 Perform general kitchen cleaning procedures
2 Clean inside and outside of appliances
3 Clean small appliances
4 Clean metal and glass surfaces
5 Wash dishes

DUTY K: Cleaning Bathrooms

TASKS: 1 Perform general bathroom cleaning procedures
2 Clean shower, tub and bathing surfaces
3 Scrub and disinfect insides and outsides of toilets
4 Remove soiled bath linens to designated place
5 Replenish towels and bath mats

DUTY L: Cleaning Bedrooms and Living Areas

TASKS: 1 Perform general bedroom and living area cleaning procedures
2 Make beds
3 Strip dirty bed linens and remove to designated place
4 Clean underneath furniture
5 Rotate cushions
6 Dust wall hangings, bric-a-brac, bookcases and accessories

DUTY M: Cleaning Laundry and Utility Areas

TASKS: 1 Perform general laundry and utility area cleaning procedures
2 Check and organize cleaning supplies
3 Remove fire hazards
4 Clean appliances

DUTY N: Communicating Information

TASKS:
1 Report supplies needed
2 Report special cleaning problems
3 Report special maintenance problems
4 Report special safety problems
5 Report sighting of rodents and insects
6 Report security problems such as unlocked doors
7 Report valuables or other items found
8 Report special problems with rooms
9 Report suspicious situations

DUTY O: Performing Laundry Activities

TASKS:
1 Sort and prespot laundry
2 Wash laundry
3 Hand-launder items
4 Dry laundry
5 Fold laundry
6 Store laundry
7 Iron or press laundry
8 Wash blankets and bedspreads
9 Report special problems with all fabrics such as tears and stains

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CLEANER/INSTITUTIONAL HOUSEKEEPER

DUTY A: Developing and Maintaining Interpersonal Relationships

TASKS:
1 Communicate with other workers regarding work activities
2 Communicate with supervisor concerning cleaning procedures
3 Communicate with supervisor concerning privileges and restrictions
4 Attend meetings called by supervisor

DUTY B: Following Ethical Standards

TASKS:
1 Enter and leave guest rooms by recommended procedures
2 Communicate matters of legal importance to supervisor and client
3 Maintain positive attitudes without compromising personal standards

DUTY C: Maintaining and Using Equipment and Supplies

TASKS:
1 Keep electrical cleaning appliances in working order
2 Wash cleaning materials such as rags, mopheads, wax applicators and sponges
3 Maintain inventory of cleaning tools, equipment and cleaning supplies
4 Maintain and use basic repair tools
5 Replenish cleaning supplies and materials

DUTY D: Performing Special Inside and Outside Activities

TASKS:
1 Clean closets and storage areas
2 Turn mattresses
3 Clean exhaust fans in bathrooms
4 Wash walls and ceilings
5 Clean ovens
6 Clean insides of cupboards and cabinets
7 Defrost refrigerators and freezers
8 Clean behind and under major appliances
9 Wax floors
10 Sweep up insects and cobwebs
11 Clean fireplaces and hearths
12 Clean heat and air conditioning filters and vents
13 Remove mold and mildew from surfaces
14 Air blankets, pillows and mattresses
15 Clean patios, porches and walks
16 Shampoo rugs and carpets

DUTY E: Performing General Cleaning Activities

TASKS:
1 Ventilate rooms and other areas
2 Clean lamps and light fixtures, remove and replace light bulbs
3 Clean woodwork
4 Clean writing surfaces such as chalkboards
5 Clean patio doors, windows, screens and sills

6 Clean window treatments
7 Clean telephones
8 Dispose of garbage and trash
9 Clean, disinfect and deodorize trash receptacles and compactors
10 Dust, polish, wash and wax furniture as needed
11 Clean plastics, vinyls and leathers
12 Clean mirrors
13 Clean chrome, porcelain, glass and ceramic surfaces
14 Sweep and dust mop floors
15 Schedule cleaning tasks
16 Dust all surfaces
17 Replace all disposables such as tissues
18 Check all electrical appliances for operations and safety
19 Clean floors
20 Vacuum rugs and carpeting
21 Clean upholstered items
22 Spot clean walls and woodwork
23 Clean ceiling, walls and vents
24 Move furniture
25 Move equipment
26 Remove stains from various surfaces and materials
27 Clean and sanitize restrooms and shower rooms
28 Clean cupboards, counters, vanities and accessories
29 Clean sinks and drains

DUTY F: Maintaining Positive Guest Contacts

TASKS: 1 Maintain security of guest rooms
2 Relate to guests in a courteous, friendly manner
3 Respond to guest inquiries and special requests
4 Turn in items left in room by guests
5 Assist individuals in locating fire escapes and exits

DUTY G: Cleaning Kitchens

TASKS: 1 Perform general kitchen cleaning procedures
2 Clean inside and outside of appliances
3 Clean small appliances
4 Clean metal and glass surfaces
5 Wash dishes

DUTY H: Cleaning Bathrooms

TASKS: 1 Perform general bathroom cleaning procedures
2 Clean shower, tub and bathing surfaces
3 Scrub and disinfect insides and outsides of toilets
4 Remove soiled bath linens to designated place
5 Replenish towels and bath mats

DUTY I: Cleaning Bedrooms and Living Areas

TASKS:
1 Perform general bedroom and living area cleaning procedures
2 Make beds
3 Strip dirty bed linens and remove to designated place
4 Clean underneath furniture
5 Dust wall hangings, bric-a-brac, bookcases and accessories
6 Collect, empty, clean and replace ashtrays, glasses, pitchers and ice buckets
7 Sanitize rooms
8 Deodorize rooms
9 Complete final check of rooms
10 Lock all guest rooms
11 Complete occupancy reports
12 Complete and submit assignment sheets

DUTY J: Cleaning Special Areas

TASKS:
1 Clean inside stairways
2 Report special problems
3 Clean storage areas inside and outside
4 Clean outside stairways
5 Clean sidewalks
6 Deodorize trash areas
7 Sanitize trash areas
8 Care for grounds around building as required
9 Clean outside areas such as walkways, patios, driveways and parking lots

DUTY K: Communicating Information

TASKS:
1 Provide employment information
2 Follow sign-in procedures
3 Pick up daily assignment sheets
4 Report supplies needed
5 Report special cleaning problems
6 Report special maintenance problems
7 Report special safety problems
8 Report sighting of rodents and insects
9 Report security problems such as unlocked doors
10 Report valuables or other items found
11 Report items missing from rooms
12 Report special problems with rooms
13 Report suspicious situations
14 Follow sign out procedures

DUTY L: Performing Laundry Activities

TASKS:
1 Collect soiled linens
2 Deliver linens to laundry area
3 Sort and prespot laundry
4 Wash laundry
5 Hand-launder items

6 Dry laundry
7 Sort linens needing mending or rewashing
8 Fold laundry
9 Store laundry
10 Iron or press laundry
11 Wash blankets and bedspreads
12 Distribute clean linens and clothing such as uniforms
13 Report special problems with all fabrics such as tears and stains

DUTY M: Following Appropriate Linen Room Procedures

TASKS:
1 Process all "check-out" and "in-order" room communication between housekeeping and front desk
2 Check each housekeeping cart to ensure that it is equipped and supplied
3 Count supplies, linens and uniforms to account for every item
4 Check all "Do Not Disturb" rooms according to prescribed procedures
5 Check for reassigned uncleaned rooms
6 Process telephone requests and complaints directed to housekeeping
7 Process all lost and found items according to policy
8 Mend linens and uniforms
9 Order needed supplies, linens and uniforms

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HOME ECONOMICS OCCUPATIONS

FOOD SERVICES CLUSTER

Dining Room Attendant
Counter Attendant
Wait Person
Kitchen Helper / Cook's Helper
Short-Order Cook
Baker's Helper
Baker
Institutional Cook
Restaurant Cook / Chef
Food Service Manager
*Employability Skills

*Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

FOOD SERVICES CLUSTER MATRIX

DA = Dining Room Attendant
CA = Counter Attendant
WP = Wait Person
CH = Kitchen Helper/Cook's Helper
SO = Short-Order Cook
BH = Baker's Helper
B = Baker
IC = Institutional Cook
RC = Restaurant Cook/Chef
FSM = Food Service Manager

FOLLOWING SAFETY PROCEDURES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Check work area for safety hazards	X	X	X	X	X	X	X	X	X	X
2 Remove safety hazards from work area	X	X	X	X	X	X	X	X	X	X
3 Report safety violations	X	X	X	X	X	X	X	X	X	X
4 Administer emergency first aid techniques	X	X	X	X	X	X	X	X	X	X
5 Complete accident reports and records	X	X	X	X	X	X	X	X	X	X

CLEANING AND SANITIZING

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Clean and sanitize glassware, dinnerware and flatware		X	X	X	X					
2 Clean and sanitize windows and walls in work station	X	X	X	X	X	X	X	X	X	X
3 Clean and sanitize food display cases	X	X	X			X				
4 Clean and sanitize service area side stations	X	X	X							
5 Clean and sanitize transport equipment used for food storage	X	X	X	X		X		X		
6 Clean and sanitize condiment dispensers	X	X	X	X	X					
7 Clean and sanitize beverage dispensers	X	X	X		X				X	
8 Clean and sanitize ice machines	X	X	X		X					
9 Clean, sanitize and line trash and garbage containers	X	X	X	X		X				
10 Pick up and dispose of trash	X	X	X	X		X				
11 Clean and sanitize kitchen work counters				X	X	X	X	X	X	
12 Clean and sanitize dry food cabinets				X	X	X	X	X	X	
13 Clean and sanitize soft-serve machine		X	X		X					
14 Clean and sanitize refrigerated and freezer storage				X	X	X	X	X	X	
15 Clean and sanitize cooking and baking utensils				X	X	X	X	X	X	

ARRANGING DINING AREA FOR SERVICE

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Set tables for serving using styles such as American, Russian and French	X	X	X							
2 Set tables for buffet service	X		X							
3 Set tables for banquet service	X		X							
4 Set tables for cafeteria service	X	X	X							
5 Set place settings for counter service	X	X	X							

FOOD SERVICES CLUSTER MATRIX

SERVING GUESTS

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Seat guests	X		X							X
2	Present menus to guests	X	X	X							X
3	Replenish food and beverages	X	X	X							X
4	Accept reservations from dining guests			X							X
5	Greet guests		X	X							X
6	Take orders from guests/clients		X	X			X				
7	Present orders to clients						X				
8	Take orders by telephone		X	X			X				X
9	Place orders for preparation		X	X			X				X
10	Check orders for correct preparation		X	X							X
11	Process saleschecks		X	X			X				X
12	Pick up orders to serve to guests		X								
13	Serve orders to guests		X	X							
14	Complete and present saleschecks		X	X			X				

PERFORMING SIDEWORK

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Fold linen napkins using styles such as candle, cuffed roll, ring fan, water glass fan, fan, rose and crown	X	X	X							
2	Arrange tables and chairs as per reservations	X		X							X
3	Place table coverings on tables	X		X							
4	Replenish condiments	X	X	X	X						
5	Replenish sundries	X	X	X							
6	Fill display cases and shelves	X	X	X							
7	Load vehicle to transport to serving site	X			X						
8	Replenish food at serving sites	X	X	X	X						
9	Review menus for daily specials and changes		X	X							X
10	Review menus for coupons available to guests		X	X							X

PERFORMING SPECIALTY SERVICE

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Serve alcoholic beverages			X							
2	Prepare flaming foods at tableside			X						X	
3	Serve flaming foods at tableside			X						X	
4	Carve meat at tableside			X						X	
5	Toss salad at tableside			X						X	
6	Hand utensils and ingredients to cook preparing food at tableside			X							

PERFORMING TABLE-CLEANING DUTIES

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Clean up spills on tables during service	X		X							
2	Replace soiled ash trays during service	X		X							
3	Crumb tables during service	X		X							
4	Remove soiled dinnerware and paper items from tables during service	X		X							
5	Remove condiments from tables during service	X		X							

FOOD SERVICES CLUSTER MATRIX

PERFORMING TABLE-CLEARING DUTIES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Remove tableware, soiled linen and paper goods from tables	X		X							
2 Return food from buffet tables to kitchen	X		X							

PERFORMING COUNTER-CLEANING DUTIES

	DA	CA	WP	CJ	SO	BH	B	IC	RC	FSM
1 Clean up spills during service		X								
2 Replace soiled ash trays during service		X								
3 Crumb counters during service		X								
4 Remove soiled dinnerware and paper items from counters during service		X								
5 Remove condiments from counters during service		X								

ARRANGING SERVING AREA FOR TRAY SERVICE

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Store items for service in refrigeration units or warmer	X		X	X				X		
2 Set up serving lines	X		X	X				X		
3 Preset trays with tray covers	X		X	X				X		
4 Prepare menu slips or tray cards				X				X		

CONDUCTING COST-CONTROL PROCEDURES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Receive dinnerware, flatware and glassware	X	X	X							X
2 Store dinnerware, flatware and glassware	X	X	X	X				X		X
3 Inventory dinnerware, flatware and glassware	X	X	X	X				X		X
4 Purchase beverages										X
5 Receive beverages	X	X	X	X				X	X	X
6 Store beverages	X	X						X		X
7 Purchase food supplies							X	X	X	X
8 Receive food supplies					X			X	X	X
9 Store food supplies				X		X		X	X	X
10 Issue food supplies from requisition							X	X	X	X
11 Inventory food supplies				X	X	X	X	X	X	X
12 Purchase nonfood supplies							X	X	X	X
13 Receive nonfood supplies								X	X	X
14 Store nonfood supplies				X		X		X	X	X
15 Issue nonfood supplies from requisition										X
16 Purchase dinnerware, flatware and glassware									X	X
17 Schedule food preparation tasks							X	X	X	X
18 Inventory beverages		X	X	X				X	X	X
19 Specify hot table layout and portion control measures for meal service								X	X	X
20 Analyze operation layout and flow design for efficiency							X	X	X	X
21 Organize work areas for efficiency of time and motion	X	X	X	X	X	X	X	X	X	X
22 Purchase equipment							X		X	X
23 Requisition equipment				X		X	X	X	X	
24 Receive equipment						X	X	X	X	X
25 Issue equipment							X	X	X	X

FOOD SERVICES CLUSTER MATRIX

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
26 Verify maintenance services completed							X	X	X	X
27 Requisition food supplies from work station		X	X					X	X	
28 Requisition nonfood supplies from work station		X	X					X	X	
29 Inventory supplies		X	X	X		X				X

COORDINATING FOOD ORDERS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Receive food orders				X	X			X	X	X
2 Schedule preparation of food items					X			X	X	X
3 Tally menu items					X			X	X	X
4 Tabulate types of diets								X	X	X
5 Determine meal census								X	X	X
6 Make food item adjustments for emergency					X			X	X	X
7 Arrange food items on dinnerware				X	X			X	X	
8 Use food leftovers					X			X	X	

SERVING PATIENTS, CLIENTS OR PATRONS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Provide tray appointments for special occasions				X						X
2 Check contents of tray for appearance and quality				X				X		X
3 Fill special dietary orders				X				X		X
4 Place items on trays			X	X				X		
5 Portion food and beverages								X		
6 Transport trays to serving areas			X	X				X		
7 Serve meals to patient/client/patron			X							
8 Serve between-meal nourishments			X							
9 Return soiled tableware to dishrooms			X							
10 Replenish drinking water supply for patient/client/patron			X							
11 Set up trays for patient/client/patron after serving period			X	X				X		
12 Heat previously prepared food items				X				X		

COMPLETING CLERICAL ACTIVITIES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 File guest checks		X	X							X
2 Balance cash drawer		X	X							X
3 Fill out bank deposit forms										X
4 File equipment and service records										X

MANAGING A FOOD SERVICE OPERATION

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Open food service establishment						X	X			X
2 Close food service establishment						X	X			X
3 Determine security policies							X			X
4 Determine procedures for handling theft							X			X
5 Determine customer policies and procedures							X			X
6 Determine cost-control procedures							X	X	X	X
7 Determine personnel policies and procedures							X	X	X	X
8 Determine safety procedures							X	X	X	X
9 Determine accident prevention techniques							X	X	X	X

FOOD SERVICES CLUSTER MATRIX

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
10 Explain established policies and procedures to employees							X	X	X	X
11 Monitor compliance with policies and procedures							X	X	X	X
12 Determine sanitation procedures							X	X	X	X
13 Conduct safety drills							X	X	X	X
14 Inspect for signs of rodents and insects						X	X	X	X	X
15 Exterminate rodents and insects						X		X	X	X
16 Maintain compliance with laws and statutes dealing with food service establishments								X	X	X
17 Direct nutritional services								X		X
18 Determine food and beverage items to make up menus								X	X	X
19 Cost out menu items								X	X	X
20 Set menu prices										X
21 Determine layout and design of menus									X	X
22 Evaluate menus										X
23 Update menus									X	X
24 Evaluate effectiveness and efficiency of food service operations								X	X	X
25 Develop and standardize recipes							X	X	X	X
26 Survey market for new products and equipment								X	X	X
27 Determine operating budget								X	X	X
28 Collect specimens for bacterial culturing							X	X	X	X

PERFORMING ADVERTISING DUTIES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Determine target market										X
2 Determine objectives										X
3 Analyze competitor's market position										X
4 Analyze past effectiveness										X
5 Determine advertising schedules										X
6 Determine advertising costs using various media										X
7 Compare costs with return on investments										X
8 Determine content of advertising copy										X
9 Coordinate advertising with national or chain advertising										X
10 Write radio scripts										X
11 Develop TV storyboards										X
12 Develop print ads										X
13 Write direct mail copy										X
14 Prepare billboard ads										X
15 Verify availability of foods for advertised menus										X
16 Proof ads										X
17 Inform employees and customers of specials										X
18 Evaluate advertising effectiveness										X
19 Measure increases in traffic due to advertising										X
20 Prepare public relations newspaper articles										X
21 Collect gifts for local charities										X
22 Attend meetings of local business and service organizations										X

FOOD SERVICES CLUSTER MATRIX

MANAGING PERSONNEL

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Determine staff needs								X	X	X
2 Recruit employees										X
3 Interview prospective employees								X	X	X
4 Monitor compliance with federal and state hiring laws								X	X	X
5 Explain benefits to employees								X	X	X
6 Analyze job tasks									X	X
7 Determine standards for job performance								X	X	X
8 Write job descriptions										X
9 Complete employee evaluation forms								X	X	X
10 Discuss evaluation with staff member									X	X
11 Train staff on front-of-the-house duties										X
12 Train staff on cooking duties								X	X	X
13 Train staff on baking duties								X	X	X
14 Train staff on safety procedures								X	X	X
15 Train staff on sanitation procedures									X	X
16 Train staff on management activities								X	X	X
17 Train staff to handle clerical activities										X
18 Schedule work hours for employees								X	X	X
19 Conduct staff training sessions								X	X	X
20 Conduct informational staff meetings								X	X	X
21 Settle conflicts between employees								X	X	X
22 Negotiate contracts with employee unions										X
23 Prepare organizational chart								X	X	X
24 Set salary schedule										X
25 Monitor compliance with federal and state payroll tax laws										X

PREPARING BEVERAGES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Brew coffee	X	X	X							X
2 Brew tea	X	X	X							X
3 Prepare hot chocolate	X	X	X							X
4 Fill beverage dispensers	X	X	X							
5 Prepare and portion fruit juices	X	X	X							X
6 Prepare and portion soft drinks	X	X	X							X

PREPARING APPETIZERS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare cocktail appetizers									X	
2 Prepare hors d'oeuvres									X	
3 Prepare canapés									X	
4 Prepare relishes				X					X	
5 Prepare dips				X					X	
6 Prepare spreads				X					X	
7 Prepare finger sandwiches									X	

PREPARING GARNISHES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare vegetable garnishes								X	X	
2 Prepare fruit garnishes								X	X	
3 Prepare egg garnishes								X	X	

PREPARING STOCK, SOUPS AND SAUCES

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Prepare convenience stock				X				X	X	
2	Prepare brown stock				X				X	X	
3	Prepare white stock for veal, chicken, and fish				X				X	X	
4	Prepare au jus				X				X	X	
5	Prepare convenience soups such as canned, frozen and dehydrated soups				X				X	X	
6	Prepare clear soups such as consommé and broths								X	X	
7	Prepare thick soups such as legume, vegetable, chowder, cream and bisque								X	X	
8	Prepare cold soups								X	X	
9	Prepare lead or mother sauces such as brown sauce (espagnole), white sauce (bechamel), tomato sauce, velouté sauce and hollandaise sauce				X				X	X	
10	Prepare secondary sauces								X	X	
11	Prepare hot specialty sauces								X	X	
12	Prepare cold specialty sauces								X	X	

PREPARING ICINGS

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Prepare butter cream icing						X	X	X	X	
2	Prepare cooked icing						X	X	X	X	
3	Prepare royal icing						X	X			

PREPARING CAKES

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Prepare fruit cakes							X	X	X	
2	Prepare sponge-type cakes such as angel food and chiffon							X	X	X	
3	Prepare batter cakes such as white, chocolate, yellow, spice, marble, carrot and German chocolate							X	X	X	
4	Decorate cakes							X	X	X	
5	Prepare ice cream cakes							X	X	X	

PREPARING TOPPINGS AND FILLINGS

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Prepare whipped creams						X	X	X	X	
2	Prepare meringues						X	X	X	X	
3	Prepare marshmallow toppings						X	X	X	X	
4	Prepare fruit fillings						X	X	X	X	
5	Prepare cream fillings						X	X	X	X	
6	Prepare custard fillings						X	X	X	X	
7	Prepare chiffon fillings						X	X	X	X	

PREPARING QUICKBREADS

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Prepare muffins						X	X	X	X	
2	Prepare pan breads						X	X	X	X	
3	Prepare baking powder biscuits						X	X	X	X	
4	Prepare popovers						X	X	X	X	

FOOD SERVICES CLUSTER MATRIX

PREPARING COOKIES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare hand-cut cookies						X	X	X	X	
2 Prepare machine-cut cookies						X	X	X	X	
3 Prepare drop cookies						X	X	X	X	
4 Prepare refrigerator cookies						X	X	X	X	
5 Prepare bar cookies						X	X	X	X	
6 Prepare bag cookies						X	X	X	X	

PREPARING PIES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare crumb-crust pies						X	X	X	X	
2 Prepare double-crust pies						X	X	X	X	
3 Prepare single-crust pies						X	X	X	X	
4 Prepare pies using pre-baked shells						X	X	X	X	
5 Prepare pies with custard fillings, both cooked and instant						X	X	X	X	
6 Prepare fruit-filled pies						X	X	X	X	

PREPARING YEAST-RAISED PRODUCTS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare yeast-raised sweetdough products such as rolls, coffee cakes and Danish pastries						X	X	X	X	
2 Prepare fried yeast-raised products such as doughnuts and rolls						X	X	X	X	
3 Prepare yeast-raised bread dough products such as dinner rolls and demiloaves						X	X	X	X	
4 Prepare yeast-raised specialty products such as bagels and pretzels						X	X		X	

PREPARING PÂTE À CHOUX PRODUCTS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare baked products such as cream puffs and eclairs						X	X			
2 Prepare crullers						X	X			
3 Prepare French doughnuts						X	X			

PREPARING PUFF PASTRY PRODUCTS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare turnovers							X			
2 Prepare cream horns							X			
3 Prepare napolean slices							X			
4 Prepare crispies							X			
5 Prepare patty shells							X			

PREPARING CAKE DOUGHNUTS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare machine-made cake doughnuts						X	X			
2 Prepare hand-cut cake doughnuts						X	X			

PREPARING VEGETABLES

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare vegetables for cooking				X	X			X	X	
2 Steam vegetables				X	X			X	X	
3 Grill vegetables				X	X			X	X	

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
4 Broil vegetables				X	X			X	X	
5 Sauté vegetables				X	X			X	X	
6 Deep-fry vegetables				X	X			X	X	
7 Bake vegetables				X				X	X	
8 Poach vegetables				X				X	X	
9 Stir-fry vegetables				X				X	X	
10 Marinate vegetables				X				X	X	
11 Prepare vegetable casseroles				X				X	X	
12 Boil vegetables				X				X	X	

PREPARING DESSERTS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare frozen cakes							X	X	X	
2 Prepare tortes							X	X	X	
3 Prepare cheesecakes							X	X	X	
4 Prepare ice creams									X	
5 Prepare fruits for dessert								X	X	
6 Prepare ices									X	
7 Prepare sorbets									X	
8 Prepare custards								X	X	
9 Prepare chiffons								X	X	
10 Prepare puddings								X	X	
11 Prepare mousses								X	X	
12 Prepare gelatins								X	X	
13 Prepare soufflés								X	X	
14 Prepare crêpes								X	X	

PREPARING FRUITS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare fruits for serving raw				X	X			X	X	
2 Steam fruits				X	X			X	X	
3 Broil fruits				X	X			X	X	
4 Bake fruits				X				X	X	
5 Poach fruits				X				X	X	
6 Sauté fruits				X				X	X	
7 Deep-fry fruits				X				X	X	
8 Marinate fruits				X				X	X	

PREPARING SALADS

	DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1 Prepare fruit salads				X	X			X	X	
2 Prepare vegetable salads				X	X			X	X	
3 Prepare gelatin salads				X				X	X	
4 Prepare leafy green salads				X	X			X	X	
5 Prepare meat salads					X			X	X	
6 Prepare cheese salads					X			X	X	
7 Prepare seafood salads					X			X	X	
8 Prepare pasta salads								X	X	
9 Prepare oil-based salad dressings				X				X	X	
10 Prepare mayonnaise-based salad dressings				X				X	X	
11 Prepare diet salad dressings				X				X	X	
12 Prepare fruit salad dressings				X				X	X	

FOOD SERVICES CLUSTER MATRIX

PREPARING SANDWICHES

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Prepare sandwich items such as meats, cheeses and sandwich spreads				X	X			X	X	
2	Prepare hot sandwiches				X	X			X	X	
3	Prepare cold sandwiches				X	X			X	X	

PREPARING FOODS FOR BREAKFAST

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Boil eggs					X			X	X	
2	Fry eggs					X			X	X	
3	Poach eggs					X			X	X	
4	Bake eggs					X			X	X	
5	Scramble eggs					X			X	X	
6	Prepare omelets					X			X	X	
7	Prepare hot cereals					X			X	X	
8	Make quickbreads such as waffles, pancakes and French toast					X			X	X	
9	Prepare sausage links and patties					X			X	X	
10	Prepare hash					X			X	X	
11	Prepare ham					X			X	X	
12	Prepare bacon					X			X	X	
13	Prepare steak					X			X	X	
14	Prepare Canadian bacon					X			X	X	
15	Grill hash browns					X			X	X	
16	Panfry American fries					X			X	X	
17	Panfry cottage fries					X			X	X	
18	Toast bread					X			X	X	
19	Toast English muffins					X			X	X	

PREPARING MEATS, POULTRY, FISH AND SHELLFISH

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Break down and portion primal or wholesale cuts of beef into secondary or retail cuts								X	X	
2	Break down and portion primal or wholesale cuts of pork into secondary or retail cuts								X	X	
3	Break down and portion primal or wholesale cuts of lamb into secondary or retail cuts								X	X	
4	Break down and portion primal or wholesale cuts of veal into secondary or retail cuts								X	X	
5	Break down and portion poultry				X				X	X	
6	Prepare shellfish for cooking				X				X	X	
7	Fillet fish				X				X	X	
8	Grind meats				X				X	X	
9	Tenderize meats				X				X	X	
10	Prepare meat casseroles				X				X	X	
11	Broil meats such as beef, pork, veal and lamb					X			X	X	
12	Deep-fry meats such as beef, pork, veal and lamb					X			X	X	
13	Panfry meats such as beef, pork, veal and lamb					X			X	X	
14	Grill meats such as beef, pork, veal and lamb					X			X	X	
15	Bake meats such as beef, pork, veal and lamb								X	X	

FOOD SERVICES CLUSTER MATRIX

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
16	Barbeque meats such as beef, pork, veal and lamb								X	X	
17	Sauté meats such as beef, pork, veal and lamb								X	X	
18	Stew meats such as beef, pork, veal and lamb								X	X	
19	Braise meats such as beef, pork, veal and lamb								X	X	
20	Bake poultry								X	X	
21	Broil poultry								X	X	
22	Barbeque poultry								X	X	
23	Panfry poultry								X	X	
24	Deep-fry poultry								X	X	
25	Sauté poultry								X	X	
26	Stew poultry								X	X	
27	Braise poultry								X	X	
28	Simmer poultry								X	X	
29	Bake fish								X	X	
30	Broil fish								X	X	
31	Barbeque fish								X	X	
32	Panfry fish								X	X	
33	Deep-fry fish								X	X	
34	Sauté fish								X	X	
35	Poach fish								X	X	
36	Bake shellfish								X	X	
37	Broil shellfish								X	X	
38	Panfry shellfish								X	X	
39	Deep-fry shellfish								X	X	
40	Sauté shellfish								X	X	
41	Poach shellfish								X	X	
42	Poach variety meats								X	X	
43	Prepare prefabricated meats								X	X	

PREPARING STARCHY PRODUCTS

		DA	CA	WP	CH	SO	BH	B	IC	RC	FSM
1	Cook rice				X				X	X	
2	Cook barley				X				X	X	
3	Cook pasta				X				X	X	
4	Cook grits				X				X	X	
5	Prepare bread dressings								X	X	

EMPLOYABILITY SKILLS

DUTY A: Identifying Employment Opportunities

SKILLS:
1 Identify requirements for job
2 Investigate educational opportunities
3 Investigate occupational opportunities
4 Locate resources for finding employment
5 Confer with prospective employers
6 Identify job trends

DUTY B: Applying Employment Seeking Skills

SKILLS:
1 Locate job openings
2 Document skills and abilities (resume)
3 Prepare for interview
4 Participate in interview
5 Complete required tests
6 Complete required forms
7 Write application letter
8 Write follow-up letter
9 Write acceptance letter
10 Evaluate job offer
11 Evaluate job rejection

DUTY C: Interpreting Employment Capabilities

SKILLS:
1 Match interest to job area
2 Match aptitudes to job area
3 Verify abilities
4 Identify immediate work goal
5 Develop career plan

DUTY D: Demonstrating Appropriate Work Behavior

SKILLS:
1 Exhibit dependability
2 Demonstrate punctuality
3 Follow rules and regulations
4 Recognize the consequences of dishonesty
5 Complete assignments in accurate and timely manner
6 Control emotions
7 Assume responsibility for own decisions and actions
8 Exhibit pride and loyalty
9 Exhibit ability to handle pressures and tensions
10 Demonstrate ability to set priorities
11 Demonstrate problem-solving skills

DUTY E: Maintaining Safe and Healthy Environment

SKILLS:
1 Comply with safety and health rules
2 Select correct tools and equipment
3 Utilize equipment correctly

4 Use appropriate action during emergencies
5 Maintain clean and orderly work area
6 Demonstrate personal hygiene and cleanliness

DUTY F: Maintaining Business-Like Image

SKILLS: 1 Participate in company or agency orientation
2 Demonstrate knowledge of company or agency products and services
3 Exhibit positive behavior
4 Read current job-related publications
5 Support and promote employer's company image and purpose
6 Maintain appearance to comply with company standards

DUTY G: Maintaining Working Relationships with Others

SKILLS: 1 Work productively with others
2 Show empathy, respect and support for others
3 Demonstrate procedures and assist others when necessary
4 Recognize, analyze and solve or refer problems
5 Minimize occurrence of problems
6 Channel emotional reaction constructively

DUTY H: Communicating on the Job

SKILLS: 1 Read and comprehend written communications and information
2 Use correct grammar
3 Speak effectively with others
4 Use job-related terminology
5 Listen attentively
6 Write legibly
7 Use telephone etiquette
8 Follow written and oral directions
9 Ask questions
10 Locate information in order to accomplish task
11 Prepare written communication
12 Utilize keyboarding skills
13 Utilize computer skills

DUTY I: Adapting to Change

SKILLS: 1 Recognize need to change
2 Demonstrate willingness to learn
3 Demonstrate flexibility
4 Participate in continuing education
5 Seek work challenges
6 Adjust career goals/plan as needed

DUTY J: Understanding How a Business Works

SKILLS:
1 Recognize the role of business in the enterprise system
2 Identify general responsibilities of employees
3 Identify general responsibilities of management/employers
4 Investigate opportunities and options for business ownership
5 Identify planning processes needed to open a business
6 Participate in meetings

DUTY K: Performing Mathematical Skills

SKILLS:
1 Apply mathematics for problem solving
2 Add and subtract whole numbers, decimals and fractions
3 Multiply and divide whole numbers, decimals and fractions
4 Convert numbers between forms expressed as fractions, decimals and percents
5 Convert between standard American units of measure
6 Convert between standard American units and metric units

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

DINING ROOM ATTENDANT

DUTY A: Following Safety Procedures

TASKS:
1 Check work area for safety hazards
2 Remove safety hazards from work area
3 Report safety violations
4 Administer emergency first aid techniques
5 Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:
1 Clean and sanitize windows and walls in work station
2 Clean and sanitize food display cases
3 Clean and sanitize service area side stations
4 Clean and sanitize transport equipment used for food storage
5 Clean and sanitize condiment dispensers
6 Clean and sanitize beverage dispensers
7 Clean and sanitize ice machines
8 Clean, sanitize and line trash and garbage containers
9 Pick up and dispose of trash

DUTY C: Arranging Dining Area for Service

TASKS:
1 Set tables for serving using styles such as American, Russian and French
2 Set tables for buffet service
3 Set tables for banquet service
4 Set tables for cafeteria service
5 Set place settings for counter service

DUTY D: Serving Guests

TASKS:
1 Seat guests
2 Present menus to guests
3 Replenish food and beverages

DUTY E: Performing Sidework

TASKS:
1 Fold linen napkins using styles such as candle, cuffed roll, ring fan, water glass fan, fan, rose and crown
2 Arrange tables and chairs as per reservations
3 Place table coverings on tables
4 Replenish condiments
5 Replenish sundries
6 Fill display cases and shelves
7 Load vehicle to transport to serving site
8 Replenish food at serving sites

DUTY F: Performing Table-Cleaning Duties

TASKS:
1 Clean up spills on tables during service
2 Replace soiled ash trays during service
3 Crumb tables during service
4 Remove soiled dinnerware and paper items from tables during service
5 Remove condiments from tables during service

DUTY G: Performing Table-Clearing Duties

TASKS:
1 Remove tableware, soiled linen and paper goods from tables
2 Return food from buffet tables to kitchen

DUTY H: Arranging Serving Area for Tray Service

TASKS:
1 Store items for service in refrigeration units or warmer
2 Set up serving lines
3 Preset trays with tray covers
4 Prepare menu slips or tray cards

DUTY I: Conducting Cost-Control Procedures

TASKS:
1 Receive dinnerware, flatware and glassware
2 Store dinnerware, flatware and glassware
3 Inventory dinnerware, flatware and glassware
4 Receive beverages
5 Store beverages
6 Organize work areas for efficiency of time and motion

DUTY J: Preparing Beverages

TASKS:
1 Brew coffee
2 Brew tea
3 Prepare hot chocolate
4 Fill beverage dispensers
5 Prepare and portion fruit juices
6 Prepare and portion soft drinks

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

COUNTER ATTENDANT

DUTY A: Following Safety Procedures

TASKS:
1 Check work area for safety hazards
2 Remove safety hazards from work area
3 Report safety violations
4 Administer emergency first aid techniques
5 Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:
1 Clean and sanitize glassware, dinnerware and flatware
2 Clean and sanitize windows and walls in work station
3 Clean and sanitize food display cases
4 Clean and sanitize service area side stations
5 Clean and sanitize transport equipment used for food storage
6 Clean and sanitize condiment dispensers
7 Clean and sanitize beverage dispensers
8 Clean and sanitize ice machines
9 Clean, sanitize and line trash and garbage containers
10 Pick up and dispose of trash
11 Clean and sanitize soft-serve machine

DUTY C: Arranging Dining Area for Service

TASKS:
1 Set tables for serving using styles such as American, Russian and French
2 Set tables for cafeteria service
3 Set place settings for counter service

DUTY D: Serving Guests

TASKS:
1 Present menus to guests
2 Replenish food and beverages
3 Greet guests
4 Take orders from guests/clients
5 Take orders by telephone
6 Place orders for preparation
7 Check orders for correct preparation
8 Process saleschecks
9 Pick up orders to serve to guests
10 Serve orders to guests
11 Complete and present saleschecks

DUTY E: Performing Sidework

TASKS:
1 Fold linen napkins using styles such as candle, cuffed roll, ring fan, water glass fan, fan, rose and crown
2 Replenish condiments
3 Replenish sundries
4 Fill display cases and shelves
5 Replenish food at serving sites
6 Review menus for daily specials and changes
7 Review menus for coupons available to guests

DUTY F: Performing Counter-Cleaning Duties

TASKS:
1 Clean up spills during service
2 Replace soiled ash trays during service
3 Crumb counters during service
4 Remove soiled dinnerware and paper items from counters during service
5 Remove condiments from counters during service

DUTY G: Conducting Cost-Control Procedures

TASKS:
1 Receive dinnerware, flatware and glassware
2 Store dinnerware, flatware and glassware
3 Inventory dinnerware, flatware and glassware
4 Receive beverages
5 Store beverages
6 Inventory beverages
7 Organize work areas for efficiency of time and motion
8 Requisition food supplies from work station
9 Requisition nonfood supplies from work station
10 Inventory supplies

DUTY H: Completing Clerical Activities

TASKS:
1 File guest checks
2 Balance cash drawer

DUTY I: Preparing Beverages

TASKS:
1 Brew coffee
2 Brew tea

3 Prepare hot chocolate
4 Fill beverage dispensers
5 Prepare and portion fruit juices
6 Prepare and portion soft drinks

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

WAIT PERSON

DUTY A: Following Safety Procedures

TASKS:
1 Check work area for safety hazards
2 Remove safety hazards from work area
3 Report safety violations
4 Administer emergency first aid techniques
5 Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:
1 Clean and sanitize glassware, dinnerware and flatware
2 Clean and sanitize windows and walls in work station
3 Clean and sanitize food display cases
4 Clean and sanitize service area side stations
5 Clean and sanitize transport equipment used for food storage
6 Clean and sanitize condiment dispensers
7 Clean and sanitize beverage dispensers
8 Clean and sanitize ice machines
9 Clean, sanitize and line trash and garbage containers
10 Pick up and dispose of trash
11 Clean and sanitize soft-serve machine

DUTY C: Arranging Dining Area for Service

TASKS:
1 Set tables for serving using styles such as American, Russian and French
2 Set tables for buffet service
3 Set tables for banquet service
4 Set tables for cafeteria service
5 Set place settings for counter service

DUTY D: Serving Guests

TASKS:
1 Seat guests
2 Present menus to guests
3 Replenish food and beverages
4 Accept reservations from dining guests
5 Greet guests
6 Take orders from guests/clients
7 Take orders by telephone
8 Place orders for preparation
9 Check orders for correct preparation
10 Process saleschecks
11 Serve orders to guests
12 Complete and present saleschecks

DUTY E: Performing Sidework

TASKS:
1 Fold linen napkins using styles such as candle, cuffed roll, ring fan, water glass fan, fan, rose and crown
2 Arrange tables and chairs as per reservations
3 Place table coverings on tables
4 Replenish condiments
5 Replenish sundries
6 Fill display cases and shelves
7 Replenish food at serving sites
8 Review menus for daily specials and changes
9 Review menus for coupons available to guests

DUTY F: Performing Specialty Service

TASKS:
1 Serve alcoholic beverages
2 Prepare flaming foods at tableside
3 Serve flaming foods at tableside
4 Carve meat at tableside
5 Toss salad at tableside
6 Hand utensils and ingredients to cook preparing food at tableside

DUTY G: Performing Table-Cleaning Duties

TASKS:
1 Clean up spills on tables during service
2 Replace soiled ash trays during service
3 Crumb tables during service
4 Remove soiled dinnerware and paper items from tables during service
5 Remove condiments from tables during service

DUTY H: Performing Table-Clearing Duties

TASKS:
1 Remove tableware, soiled linen and paper goods from tables
2 Return food from buffet tables to kitchen

DUTY I: Arranging Serving Area for Tray Service

TASKS:
1 Store items for service in refrigeration units or warmer
2 Set up serving lines
3 Preset trays with tray covers
4 Prepare menu slips or tray cards

DUTY J: Conducting Cost-Control Procedures

TASKS:

1. Receive dinnerware, flatware and glassware
2. Store dinnerware, flatware and glassware
3. Inventory dinnerware, flatware and glassware
4. Receive beverages
5. Inventory beverages
6. Organize work areas for efficiency of time and motion
7. Requisition food supplies from work station
8. Requisition nonfood supplies from work station
9. Inventory supplies

DUTY K: Serving Patients, Clients or Patrons

TASKS:

1. Place items on trays
2. Transport trays to serving areas
3. Serve meals to patient/client/patron
4. Serve between-meal nourishments
5. Return soiled tableware to dishrooms
6. Replenish drinking water supply for patient/client/patron
7. Set up trays for patient/client/patron after serving period

DUTY L: Completing Clerical Activities

TASKS:

1. File guest checks
2. Balance cash drawer

DUTY M: Preparing Beverages

TASKS:

1. Brew coffee
2. Brew tea
3. Prepare hot chocolate
4. Fill beverage dispensers
5. Prepare and portion fruit juices
6. Prepare and portion soft drinks

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KITCHEN HELPER/COOK'S HELPER

DUTY A: Following Safety Procedures

TASKS:

1. Check work area for safety hazards
2. Remove safety hazards from work area
3. Report safety violations
4. Administer emergency first aid techniques
5. Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:

1. Clean and sanitize glassware, dinnerware and flatware
2. Clean and sanitize windows and walls in work station
3. Clean and sanitize transport equipment used for food storage
4. Clean and sanitize condiment dispensers
5. Clean, sanitize and line trash and garbage containers
6. Pick up and dispose of trash
7. Clean and sanitize kitchen work counters
8. Clean and sanitize dry food cabinets
9. Clean and sanitize refrigerated and freezer storage
10. Clean and sanitize cooking and baking utensils

DUTY C: Performing Sidework

TASKS:

1. Replenish condiments
2. Load vehicle to transport to serving site
3. Replenish food at serving sites

DUTY D: Arranging Serving Area for Tray Service

TASKS:

1. Store items for service in refrigeration units or warmer
2. Set up serving lines
3. Preset trays with tray covers
4. Prepare menu slips or tray cards

DUTY E: Conducting Cost-Control Procedures

TASKS:

1. Store dinnerware, flatware and glassware
2. Inventory dinnerware, flatware and glassware
3. Receive beverages
4. Store food supplies
5. Inventory food supplies
6. Store nonfood supplies
7. Inventory beverages

8 Organize work areas for efficiency of time and motion
9 Requisition equipment
10 Inventory supplies

DUTY F: Coordinating Food Orders

TASKS:
1 Receive food orders
2 Arrange food items on dinnerware

DUTY G: Serving Patients, Clients or Patrons

TASKS:
1 Provide tray appointments for special occasions
2 Check contents of tray for appearance and quality
3 Fill special dietary orders
4 Place items on trays
5 Transport trays to serving areas
6 Set up trays for patient/client/patron after serving period
7 Heat previously prepared food items

DUTY H: Preparing Appetizers

TASKS:
1 Prepare relishes
2 Prepare dips
3 Prepare spreads

DUTY I: Preparing Stock, Soups and Sauces

TASKS:
1 Prepare convenience stock
2 Prepare brown stock
3 Prepare white stock for veal, chicken, and fish
4 Prepare au jus
5 Prepare convenience soups such as canned, frozen and dehydrated soups
6 Prepare lead or mother sauces such as brown sauce (espagnole), white sauce (bechamel), tomato sauce, veloute sauce and hollandaise sauce

DUTY J: Preparing Vegetables

TASKS:
1 Prepare vegetables for cooking
2 Steam vegetables
3 Grill vegetables
4 Broil vegetables
5 Sauté vegetables
6 Deep-fry vegetables

7 Bake vegetables
8 Poach vegetables
9 Stir-fry vegetables
10 Marinate vegetables
11 Prepare vegetable casseroles
12 Boil vegetables

DUTY K: Preparing Fruits

TASKS:
1 Prepare fruits for serving raw
2 Steam fruits
3 Broil fruits
4 Bake fruits
5 Poach fruits
6 Sauté fruits
7 Deep-fry fruits
8 Marinate fruits

DUTY L: Preparing Salads

TASKS:
1 Prepare fruit salads
2 Prepare vegetable salads
3 Prepare gelatin salads
4 Prepare leafy green salads
5 Prepare oil-based salad dressings
6 Prepare mayonnaise-based salad dressings
7 Prepare diet salad dressings
8 Prepare fruit salad dressings

DUTY M: Preparing Sandwiches

TASKS:
1 Prepare sandwich items such as meats, cheeses and sandwich spreads
2 Prepare hot sandwiches
3 Prepare cold sandwiches

DUTY N: Preparing Meats, Poultry, Fish and Shellfish

TASKS:
1 Break down and portion poultry
2 Prepare shellfish for cooking
3 Fillet fish
4 Grind meats
5 Tenderize meats
6 Prepare meat casseroles

DUTY O: Preparing Starchy Products

TASKS:
1 Cook rice
2 Cook barley
3 Cook pasta
4 Cook grits

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

SHORT-ORDER COOK

DUTY A: Following Safety Procedures

TASKS:
1 Check work area for safety hazards
2 Remove safety hazards from work area
3 Report safety violations
4 Administer emergency first aid techniques
5 Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:
1 Clean and sanitize glassware, dinnerware and flatware
2 Clean and sanitize windows and walls in work station
3 Clean and sanitize condiment dispensers
4 Clean and sanitize beverage dispensers
5 Clean and sanitize ice machines
6 Clean and sanitize kitchen work counters
7 Clean and sanitize dry food cabinets
8 Clean and sanitize soft-serve machine
9 Clean and sanitize refrigerated and
10 freezer storage
11 Clean and sanitize cooking and baking utensils

DUTY C: Conducting Cost-Control Procedures

TASKS:
1 Receive food supplies
2 Inventory food supplies
3 Organize work areas for efficiency of time and motion

DUTY D: Coordinating Food Orders

TASKS:
1 Receive food orders
2 Schedule preparation of food items
3 Tally menu items
4 Make food item adjustments for emergency
5 Arrange food items on dinnerware
6 Use food leftovers

DUTY E: Preparing Vegetables

TASKS:
1 Prepare vegetables for cooking
2 Steam vegetables
3 Grill vegetables
4 Broil vegetables
5 Sauté vegetables
6 Deep-fry vegetables

DUTY F: Preparing Fruits

TASKS:
1 Prepare fruits for serving raw
2 Steam fruits
3 Broil fruits

DUTY G: Preparing Salads

TASKS:
1 Prepare fruit salads
2 Prepare vegetable salads
3 Prepare leafy green salads
4 Prepare meat salads
5 Prepare cheese salads
6 Prepare seafood salads

DUTY H: Preparing Sandwiches

TASKS:
1 Prepare sandwich items such as meats, cheeses and sandwich spreads
2 Prepare hot sandwiches
3 Prepare cold sandwiches

DUTY I: Preparing Foods for Breakfast

TASKS:
1 Boil eggs
2 Fry eggs
3 Poach eggs
4 Bake eggs
5 Scramble eggs
6 Prepare omelets
7 Prepare hot cereals
8 Make quickbreads such as waffles, pancakes and French toast
9 Prepare sausage links and patties
10 Prepare hash
11 Prepare ham
12 Prepare bacon
13 Prepare steak
14 Prepare Canadian bacon
15 Grill hash browns
16 Panfry American fries
17 Panfry cottage fries
18 Toast bread
19 Toast English muffins

DUTY J: Preparing Meats, Poultry, Fish and Shellfish

TASKS:
1 Broil meats such as beef, pork, veal and lamb
2 Deep-fry meats such as beef, pork, veal and lamb
3 Panfry meats such as beef, pork, veal and lamb
4 Grill meats such as beef, pork, veal and lamb

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

BAKER'S HELPER

DUTY A: Following Safety Procedures

TASKS:
1 Check work area for safety hazards
2 Remove safety hazards from work area
3 Report safety violations
4 Administer emergency first aid techniques
5 Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:
1 Clean and sanitize windows and walls in work station
2 Clean and sanitize food display cases
3 Clean and sanitize transport equipment used for food storage
4 Clean, sanitize and line trash and garbage containers
5 Pick up and dispose of trash
6 Clean and sanitize kitchen work counters
7 Clean and sanitize dry food cabinets
8 Clean and sanitize refrigerated and freezer storage
9 Clean and sanitize cooking and baking utensils

DUTY C: Serving Guests

TASKS:
1 Take orders from guests/clients
2 Present orders to clients
3 Take orders by telephone
4 Place orders for preparation
5 Process saleschecks
6 Complete and present saleschecks

DUTY D: Conducting Cost-Control Procedures

TASKS:
1 Store food supplies
2 Inventory food supplies
3 Store nonfood supplies
4 Organize work areas for efficiency of time and motion
5 Requisition equipment
6 Receive equipment
7 Inventory supplies

DUTY E: Managing a Food Service Operation

TASKS:
1 Open food service establishment
2 Close food service establishment
3 Determine security policies
4 Determine procedures for handling theft

DUTY F: Preparing Icings

TASKS:
1 Prepare butter cream icing
2 Prepare cooked icing
3 Prepare royal icing

DUTY G: Preparing Toppings and Fillings

TASKS:
1 Prepare whipped creams
2 Prepare meringues
3 Prepare marshmallow toppings
4 Prepare fruit fillings
5 Prepare cream fillings
6 Prepare custard fillings
7 Prepare chiffon fillings

DUTY H: Preparing Quickbreads

TASKS:
1 Prepare muffins
2 Prepare pan breads
3 Prepare baking powder biscuits
4 Prepare popovers

DUTY I: Preparing Cookies

TASKS:
1 Prepare hand-cut cookies
2 Prepare machine-cut cookies
3 Prepare drop cookies
4 Prepare refrigerator cookies
5 Prepare bar cookies
6 Prepare bag cookies

DUTY J: Preparing Pies

TASKS:
1 Prepare crumb-crust pies
2 Prepare double-crust pies
3 Prepare single-crust pies
4 Prepare pies using pre-baked shells
5 Prepare pies with custard fillings, both cooked and instant
6 Prepare fruit-filled pies

DUTY K: Preparing Yeast-Raised Products

TASKS:
1 Prepare yeast-raised sweetdough products such as rolls, coffee cakes and Danish pastries
2 Prepare fried yeast-raised products such as doughnuts and rolls

3 Prepare yeast-raised bread dough products such as dinner rolls and demiloaves
4 Prepare yeast-raised specialty products such as bagels and pretzels

DUTY L: Preparing Pâte À Choux Products

TASKS: 1 Prepare baked products such as cream puffs and eclairs
2 Prepare crullers
3 Prepare French doughnuts

DUTY M: Preparing Cake Doughnuts

TASKS: 1 Prepare machine-made cake doughnuts
2 Prepare hand-cut cake doughnuts

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

BAKER

DUTY A: Following Safety Procedures

TASKS:
1 Check work area for safety hazards
2 Remove safety hazards from work area
3 Report safety violations
4 Administer emergency first aid techniques
5 Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:
1 Clean and sanitize windows and walls in work station
2 Clean and sanitize kitchen work counters
3 Clean and sanitize dry food cabinets
4 Clean and sanitize refrigerated and freezer storage
5 Clean and sanitize cooking and baking utensils

DUTY C: Conducting Cost-Control Procedures

TASKS:
1 Purchase food supplies
2 Issue food supplies from requisition
3 Inventory food supplies
4 Purchase nonfood supplies
5 Schedule food preparation tasks
6 Analyze operation layout and flow design for efficiency
7 Organize work areas for efficiency of time and motion
8 Purchase equipment
9 Requisition equipment
10 Receive equipment
11 Issue equipment
12 Verify maintenance services completed

DUTY D: Managing a Food Service Operation

TASKS:
1 Open food service establishment
2 Close food service establishment
3 Determine security policies
4 Determine procedures for handling theft
5 Determine customer policies and procedures
6 Determine cost-control procedures
7 Determine personnel policies and procedures
8 Determine safety procedures
9 Determine accident prevention techniques
10 Explain established policies and procedures to employees
11 Monitor compliance with policies and procedures
12 Determine sanitation procedures
13 Conduct safety drills

14 Inspect for signs of rodents and insects
15 Develop and standardize recipes
16 Collect specimens for bacterial culturing

DUTY E: Preparing Icings

TASKS: 1 Prepare butter cream icing
2 Prepare cooked icing
3 Prepare royal icing

DUTY F: Preparing Cakes

TASKS: 1 Prepare fruit cakes
2 Prepare sponge-type cakes such as angel food and chiffon
3 Prepare batter cakes such as white, chocolate, yellow, spice, marble, carrot and German chocolate
4 Decorate cakes
5 Prepare ice cream cakes

DUTY G: Preparing Toppings and Fillings

TASKS: 1 Prepare whipped creams
2 Prepare meringues
3 Prepare marshmallow toppings
4 Prepare fruit fillings
5 Prepare cream fillings
6 Prepare custard fillings
7 Prepare chiffon fillings

DUTY H: Preparing Quickbreads

TASKS: 1 Prepare muffins
2 Prepare pan breads
3 Prepare baking powder biscuits
4 Prepare popovers

DUTY I: Preparing Cookies

TASKS: 1 Prepare hand-cut cookies
2 Prepare machine-cut cookies
3 Prepare drop cookies
4 Prepare refrigerator cookies
5 Prepare bar cookies
6 Prepare bag cookies

DUTY J: Preparing Pies

TASKS: 1 Prepare crumb-crust pies

2 Prepare double-crust pies
3 Prepare single-crust pies
4 Prepare pies using pre-baked shells
5 Prepare pies with custard fillings, both cooked and instant
6 Prepare fruit-filled pies

DUTY K: Preparing Yeast-Raised Products

TASKS: 1 Prepare yeast-raised sweetdough products such as rolls, coffee cakes and Danish pastries
2 Prepare fried yeast-raised products such as doughnuts and rolls
3 Prepare yeast-raised bread dough products such as dinner rolls and demiloaves
4 Prepare yeast-raised specialty products such as bagels and pretzels

DUTY L: Preparing Pâte À Choux Products

TASKS: 1 Prepare baked products such as cream puffs and eclairs
2 Prepare crullers
3 Prepare French doughnuts

DUTY M: Preparing Puff Pastry Products

TASKS: 1 Prepare turnovers
2 Prepare cream horns
3 Prepare napolean slices
4 Prepare crispies
5 Prepare patty shells

DUTY N: Preparing Cake Doughnuts

TASKS: 1 Prepare machine-made cake doughnuts
2 Prepare hand-cut cake doughnuts

DUTY O: Preparing Desserts

TASKS:
1 Prepare frozen cakes
2 Prepare tortes
3 Prepare cheesecakes

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

INSTITUTIONAL COOK

DUTY A: Following Safety Procedures

TASKS:
1 Check work area for safety hazards
2 Remove safety hazards from work area
3 Report safety violations
4 Administer emergency first aid techniques
5 Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:
1 Clean and sanitize windows and walls in work station
2 Clean and sanitize transport equipment used for food storage
3 Clean and sanitize kitchen work counters
4 Clean and sanitize dry food cabinets
5 Clean and sanitize refrigerated and freezer storage
6 Clean and sanitize cooking and baking utensils

DUTY C: Arranging Serving Area for Tray Service

TASKS:
1 Store items for service in refrigeration units or warmer
2 Set up serving lines
3 Preset trays with tray covers
4 Prepare menu slips or tray cards

DUTY D: Conducting Cost-Control Procedures

TASKS:
1 Store dinnerware, flatware and glassware
2 Inventory dinnerware, flatware and glassware
3 Receive beverages
4 Store beverages
5 Purchase food supplies
6 Receive food supplies
7 Store food supplies
8 Issue food supplies from requisition
9 Inventory food supplies
10 Purchase nonfood supplies
11 Receive nonfood supplies
12 Store nonfood supplies
13 Schedule food preparation tasks
14 Inventory beverages
15 Specify hot table layout and portion control measures for meal service
16 Analyze operation layout and flow design for efficiency
17 Organize work areas for efficiency of time and motion
18 Requisition equipment

19 Receive equipment
20 Issue equipment
21 Verify maintenance services completed
22 Requisition food supplies from work station
23 Requisition nonfood supplies from work station

DUTY E: Coordinating Food Orders

TASKS:
1 Receive food orders
2 Schedule preparation of food items
3 Tally menu items
4 Tabulate types of diets
5 Determine meal census
6 Make food item adjustments for emergency
7 Arrange food items on dinnerware
8 Use food leftovers

DUTY F: Serving Patients, Clients or Patrons

TASKS:
1 Check contents of tray for appearance and quality
2 Fill special dietary orders
3 Place items on trays
4 Portion food and beverages
5 Transport trays to serving areas
6 Set up trays for patient/client/patron after serving period
7 Heat previously prepared food items

DUTY G: Managing a Food Service Operation

TASKS:
1 Determine cost-control procedures
2 Determine personnel policies and procedures
3 Determine safety procedures
4 Determine accident prevention techniques
5 Explain established policies and procedures to employees
6 Monitor compliance with policies and procedures
7 Determine sanitation procedures
8 Conduct safety drills
9 Inspect for signs of rodents and insects
10 Exterminate rodents and insects
11 Maintain compliance with laws and statutes dealing with food service establishments
12 Direct nutritional services
13 Determine food and beverage items to make up menus
14 Cost out menu items
15 Evaluate effectiveness and efficiency of food service operations

16 Develop and standardize recipes
17 Survey market for new products and equipment
18 Determine operating budget
19 Collect specimens for bacterial culturing

DUTY H: Managing Personnel

TASKS:
1 Determine staff needs
2 Interview prospective employees
3 Monitor compliance with federal and state hiring laws
4 Explain benefits to employees
5 Determine standards for job performance
6 Complete employee evaluation forms
7 Train staff on cooking duties
8 Train staff on baking duties
9 Train staff on safety procedures
10 Train staff on management activities
11 Schedule work hours for employees
12 Conduct staff training sessions
13 Conduct informational staff meetings
14 Settle conflicts between employees
15 Prepare organizational chart

DUTY I: Preparing Garnishes

TASKS:
1 Prepare vegetable garnishes
2 Prepare fruit garnishes
3 Prepare egg garnishes

DUTY J: Preparing Stock, Soups and Sauces

TASKS:
1 Prepare convenience stock
2 Prepare brown stock
3 Prepare white stock for veal, chicken, and fish
4 Prepare au jus
5 Prepare convenience soups such as canned, frozen and dehydrated soups
6 Prepare clear soups such as consommé and broths
7 Prepare thick soups such as legume, vegetable, chowder, cream and bisque
8 Prepare cold soups
9 Prepare lead or mother sauces such as brown sauce (espagnole), white sauce (bechamel), tomato sauce, veloute sauce and hollandaise sauce
10 Prepare secondary sauces
11 Prepare hot specialty sauces
12 Prepare cold specialty sauces

DUTY K: Preparing Icings

TASKS:
1 Prepare butter cream icing
2 Prepare cooked icing

DUTY L: Preparing Cakes

TASKS:
1 Prepare fruit cakes
2 Prepare sponge-type cakes such as angel food and chiffon
3 Prepare batter cakes such as white, chocolate, yellow, spice, marble, carrot and German chocolate
4 Decorate cakes
5 Prepare ice cream cakes

DUTY M: Preparing Toppings and Fillings

TASKS:
1 Prepare whipped creams
2 Prepare meringues
3 Prepare marshmallow toppings
4 Prepare fruit fillings
5 Prepare cream fillings
6 Prepare custard fillings
7 Prepare chiffon fillings

DUTY N: Preparing Quickbreads

TASKS:
1 Prepare muffins
2 Prepare pan breads
3 Prepare baking powder biscuits
4 Prepare popovers

DUTY O: Preparing Cookies

TASKS:
1 Prepare hand-cut cookies
2 Prepare machine-cut cookies
3 Prepare drop cookies
4 Prepare refrigerator cookies
5 Prepare bar cookies
6 Prepare bag cookies

DUTY P: Preparing Pies

TASKS:
1 Prepare crumb-crust pies
2 Prepare double-crust pies
3 Prepare single-crust pies
4 Prepare pies using pre-baked shells
5 Prepare pies with custard fillings, both cooked and instant
6 Prepare fruit-filled pies

DUTY Q: Preparing Yeast-Raised Products

TASKS:
1 Prepare yeast-raised sweetdough products such as rolls, coffee cakes and Danish pastries
2 Prepare fried yeast-raised products such as doughnuts and rolls
3 Prepare yeast-raised bread dough products such as dinner rolls and demiloaves

DUTY R: Preparing Vegetables

TASKS:
1 Prepare vegetables for cooking
2 Steam vegetables
3 Grill vegetables
4 Broil vegetables
5 Sauté vegetables
6 Deep-fry vegetables
7 Bake vegetables
8 Poach vegetables
9 Stir-fry vegetables
10 Marinate vegetables
11 Prepare vegetable casseroles
12 Boil vegetables

DUTY S: Preparing Desserts

TASKS:
1 Prepare frozen cakes
2 Prepare tortes
3 Prepare cheesecakes
4 Prepare fruits for dessert
5 Prepare custards
6 Prepare chiffons
7 Prepare puddings
8 Prepare mousses
9 Prepare gelatins
10 Prepare soufflés
11 Prepare crêpes

DUTY T: Preparing Fruits

TASKS:
1 Prepare fruits for serving raw
2 Steam fruits
3 Broil fruits
4 Bake fruits
5 Poach fruits
6 Sauté fruits
7 Deep-fry fruits
8 Marinate fruits

DUTY U: Preparing Salads

TASKS:
1 Prepare fruit salads
2 Prepare vegetable salads
3 Prepare gelatin salads
4 Prepare leafy green salads
5 Prepare meat salads
6 Prepare cheese salads
7 Prepare seafood salads
8 Prepare pasta salads
9 Prepare oil-based salad dressings
10 Prepare mayonnaise-based salad dressings
11 Prepare diet salad dressings
12 Prepare fruit salad dressings

DUTY V: Preparing Sandwiches

TASKS:
1 Prepare sandwich items such as meats, cheeses and sandwich spreads
2 Prepare hot sandwiches
3 Prepare cold sandwiches

DUTY W: Preparing Foods for Breakfast

TASKS:
1 Boil eggs
2 Fry eggs
3 Poach eggs
4 Bake eggs
5 Scramble eggs
6 Prepare omelets
7 Prepare hot cereals
8 Make quickbreads such as waffles, pancakes and French toast
9 Prepare sausage links and patties
10 Prepare hash
11 Prepare ham
12 Prepare bacon
13 Prepare steak
14 Prepare Canadian bacon
15 Grill hash browns
16 Panfry American fries
17 Panfry cottage fries
18 Toast bread
19 Toast English muffins

DUTY X: Preparing Meats, Poultry, Fish and Shellfish

TASKS:
1 Break down and portion primal or wholesale cuts of beef into secondary or retail cuts
2 Break down and portion primal or wholesale cuts of pork into secondary or retail cuts
3 Break down and portion primal or wholesale cuts of lamb into secondary or retail cuts

4 Break down and portion primal or wholesale cuts of veal into secondary or retail cuts
5 Break down and portion poultry
6 Prepare shellfish for cooking
7 Fillet fish
8 Grind meats
9 Tenderize meats
10 Prepare meat casseroles
11 Broil meats such as beef, pork, veal and lamb
12 Deep-fry meats such as beef, pork, veal and lamb
13 Panfry meats such as beef, pork, veal and lamb
14 Grill meats such as beef, pork, veal and lamb
15 Bake meats such as beef, pork, veal and lamb
16 Barbeque meats such as beef, pork, veal and lamb
17 Sauté meats such as beef, pork, veal and lamb
18 Stew meats such as beef, pork, veal and lamb
19 Braise meats such as beef, pork, veal and lamb
20 Bake poultry
21 Broil poultry
22 Barbeque poultry
23 Panfry poultry
24 Deep-fry poultry
25 Sauté poultry
26 Stew poultry
27 Braise poultry
28 Simmer poultry
29 Bake fish
30 Broil fish
31 Barbeque fish
32 Panfry fish
33 Deep-fry fish
34 Sauté fish
35 Poach fish
36 Bake shellfish
37 Broil shellfish
38 Panfry shellfish
39 Deep-fry shellfish
40 Sauté shellfish
41 Poach shellfish
42 Poach variety meats
43 Prepare prefabricated meats

DUTY Y: Preparing Starchy Products

TASKS:
1 Cook rice
2 Cook barley
3 Cook pasta
4 Cook grits
5 Prepare bread dressings

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

DUTY A: Following Safety Procedures

TASKS:
1 Check work area for safety hazards
2 Remove safety hazards from work area
3 Report safety violations
4 Administer emergency first aid techniques
5 Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:
1 Clean and sanitize windows and walls in work station
2 Clean and sanitize beverage dispensers
3 Clean and sanitize kitchen work counters
4 Clean and sanitize dry food cabinets
5 Clean and sanitize refrigerated and freezer storage
6 Clean and sanitize cooking and baking utensils

DUTY C: Performing Specialty Service

TASKS:
1 Prepare flaming foods at tableside
2 Serve flaming foods at tableside
3 Carve meat at tableside
4 Toss salad at tableside

DUTY D: Conducting Cost-Control Procedures

TASKS:
1 Receive beverages
2 Purchase food supplies
3 Receive food supplies
4 Store food supplies
5 Issue food supplies from requisition
6 Inventory food supplies
7 Purchase nonfood supplies
8 Receive nonfood supplies
9 Store nonfood supplies
10 Purchase dinnerware, flatware and glassware
11 Schedule food preparation tasks
12 Inventory beverages
13 Specify hot table layout and portion control measures for meal service
14 Analyze operation layout and flow design for efficiency
15 Organize work areas for efficiency of time and motion
16 Purchase equipment
17 Requisition equipment
18 Receive equipment
19 Issue equipment
20 Verify maintenance services completed

21 Requisition food supplies from work station
22 Requisition nonfood supplies from work station

DUTY E: Coordinating Food Orders

TASKS:
1 Receive food orders
2 Schedule preparation of food items
3 Tally menu items
4 Tabulate types of diets
5 Determine meal census
6 Make food item adjustments for emergency
7 Arrange food items on dinnerware
8 Use food leftovers

DUTY F: Managing a Food Service Operation

TASKS:
1 Determine cost-control procedures
2 Determine personnel policies and procedures
3 Determine safety procedures
4 Determine accident prevention techniques
5 Explain established policies and procedures to employees
6 Monitor compliance with policies and procedures
7 Determine sanitation procedures
8 Conduct safety drills
9 Inspect for signs of rodents and insects
10 Exterminate rodents and insects
11 Maintain compliance with laws and statutes dealing with food service establishments
12 Determine food and beverage items to make up menus
13 Cost out menu items
14 Determine layout and design of menus
15 Update menus
16 Evaluate effectiveness and efficiency of food service operations
17 Develop and standardize recipes
18 Survey market for new products and equipment
19 Determine operating budget
20 Collect specimens for bacterial culturing

DUTY G: Managing Personnel

TASKS:
1 Determine staff needs
2 Interview prospective employees
3 Monitor compliance with federal and state hiring laws
4 Explain benefits to employees
5 Analyze job tasks
6 Determine standards for job performance

7 Complete employee evaluation forms
8 Discuss evaluation with staff member
9 Train staff on cooking duties
10 Train staff on baking duties
11 Train staff on safety procedures
12 Train staff on sanitation procedures
13 Train staff on management activities
14 Schedule work hours for employees
15 Conduct staff training sessions
16 Conduct informational staff meetings
17 Settle conflicts between employees
18 Prepare organizational chart

DUTY H: Preparing Appetizers

TASKS: 1 Prepare cocktail appetizers
2 Prepare hors d'oeuvres
3 Prepare canapés
4 Prepare relishes
5 Prepare dips
6 Prepare spreads
7 Prepare finger sandwiches

DUTY I: Preparing Garnishes

TASKS: 1 Prepare vegetable garnishes
2 Prepare fruit garnishes
3 Prepare egg garnishes

DUTY J: Preparing Stock, Soups and Sauces

TASKS: 1 Prepare convenience stock
2 Prepare brown stock
3 Prepare white stock for veal, chicken, and fish
4 Prepare au jus
5 Prepare convenience soups such as canned, frozen and dehydrated soups
6 Prepare clear soups such as consommé and broths
7 Prepare thick soups such as legume, vegetable, chowder, cream and bisque
8 Prepare cold soups
9 Prepare lead or mother sauces such as brown sauce (espagnole), white sauce (bechamel), tomato sauce, velouté sauce and hollandaise sauce
10 Prepare secondary sauces
11 Prepare hot specialty sauces
12 Prepare cold specialty sauces

DUTY K: Preparing Icings

TASKS: 1 Prepare butter cream icing
2 Prepare cooked icing

DUTY L: Preparing Cakes

TASKS: 1 Prepare fruit cakes
2 Prepare sponge-type cakes such as angel food and chiffon
3 Prepare batter cakes such as white, chocolate, yellow, spice, marble, carrot and German chocolate
4 Decorate cakes
5 Prepare ice cream cakes

DUTY M: Preparing Toppings and Fillings

TASKS: 1 Prepare whipped creams
2 Prepare meringues
3 Prepare marshmallow toppings
4 Prepare fruit fillings
5 Prepare cream fillings
6 Prepare custard fillings
7 Prepare chiffon fillings

DUTY N: Preparing Quickbreads

TASKS: 1 Prepare muffins
2 Prepare pan breads
3 Prepare baking powder biscuits
4 Prepare popovers

DUTY O: Preparing Cookies

TASKS: 1 Prepare hand-cut cookies
2 Prepare machine-cut cookies
3 Prepare drop cookies
4 Prepare refrigerator cookies
5 Prepare bar cookies
6 Prepare bag cookies

DUTY P: Preparing Pies

TASKS: 1 Prepare crumb-crust pies
2 Prepare double-crust pies
3 Prepare single-crust pies
4 Prepare pies using pre-baked shells
5 Prepare pies with custard fillings, both cooked and instant
6 Prepare fruit-filled pies

DUTY Q: Preparing Yeast-Raised Products

TASKS:
1 Prepare yeast-raised sweetdough products such as rolls, coffee cakes and Danish pastries
2 Prepare fried yeast-raised products such as doughnuts and rolls
3 Prepare yeast-raised bread dough products such as dinner rolls and demiloaves
4 Prepare yeast-raised specialty products such as bagels and pretzels

DUTY R: Preparing Vegetables

TASKS:
1 Prepare vegetables for cooking
2 Steam vegetables
3 Grill vegetables
4 Broil vegetables
5 Sauté vegetables
6 Deep-fry vegetables
7 Bake vegetables
8 Poach vegetables
9 Stir-fry vegetables
10 Marinate vegetables
11 Prepare vegetable casseroles
12 Boil vegetables

DUTY S: Preparing Desserts

TASKS:
1 Prepare frozen cakes
2 Prepare tortes
3 Prepare cheesecakes
4 Prepare ice creams
5 Prepare fruits for dessert
6 Prepare ices
7 Prepare sorbets
8 Prepare custards
9 Prepare chiffons
10 Prepare puddings
11 Prepare mousses
12 Prepare gelatins
13 Prepare soufflés
14 Prepare crêpes

DUTY T: Preparing Fruits

TASKS:
1 Prepare fruits for serving raw
2 Steam fruits
3 Broil fruits
4 Bake fruits
5 Poach fruits
6 Sauté fruits
7 Deep-fry fruits
8 Marinate fruits

DUTY U: Preparing Salads

TASKS:
1 Prepare fruit salads
2 Prepare vegetable salads
3 Prepare gelatin salads
4 Prepare leafy green salads
5 Prepare meat salads
6 Prepare cheese salads
7 Prepare seafood salads
8 Prepare pasta salads
9 Prepare oil-based salad dressings
10 Prepare mayonnaise-based salad dressings
11 Prepare diet salad dressings
12 Prepare fruit salad dressings

DUTY V: Preparing Sandwiches

TASKS:
1 Prepare sandwich items such as meats, cheeses and sandwich spreads
2 Prepare hot sandwiches
3 Prepare cold sandwiches

DUTY W: Preparing Foods for Breakfast

TASKS:
1 Boil eggs
2 Fry eggs
3 Poach eggs
4 Bake eggs
5 Scramble eggs
6 Prepare omelets
7 Prepare hot cereals
8 Make quickbreads such as waffles, pancakes and French toast
9 Prepare sausage links and patties
10 Prepare hash
11 Prepare ham
12 Prepare bacon
13 Prepare steak
14 Prepare Canadian bacon
15 Grill hash browns
16 Panfry American fries
17 Panfry cottage fries

18 Toast bread
19 Toast English muffins

DUTY X: Preparing Meats, Poultry, Fish and Shellfish

TASKS:
1 Break down and portion primal or wholesale cuts of beef into secondary or retail cuts
2 Break down and portion primal or wholesale cuts of pork into secondary or retail cuts
3 Break down and portion primal or wholesale cuts of lamb into secondary or retail cuts
4 Break down and portion primal or wholesale cuts of veal into secondary or retail cuts
5 Break down and portion poultry
6 Prepare shellfish for cooking
7 Fillet fish
8 Grind meats
9 Tenderize meats
10 Prepare meat casseroles
11 Broil meats such as beef, pork, veal and lamb
12 Deep-fry meats such as beef, pork, veal and lamb
13 Panfry meats such as beef, pork, veal and lamb
14 Grill meats such as beef, pork, veal and lamb
15 Bake meats such as beef, pork, veal and lamb
16 Barbeque meats such as beef, pork, veal and lamb
17 Sauté meats such as beef, pork, veal and lamb
18 Stew meats such as beef, pork, veal and lamb
19 Braise meats such as beef, pork, veal and lamb
20 Bake poultry
21 Broil poultry
22 Barbeque poultry
23 Panfry poultry
24 Deep-fry poultry
25 Sauté poultry
26 Stew poultry
27 Braise poultry
28 Simmer poultry
29 Bake fish
30 Broil fish
31 Barbeque fish
32 Panfry fish
33 Deep-fry fish
34 Sauté fish
35 Poach fish
36 Bake shellfish
37 Broil shellfish
38 Panfry shellfish

39 Deep-fry shellfish
40 Sauté shellfish
41 Poach shellfish
42 Poach variety meats
43 Prepare prefabricated meats

DUTY Y: Preparing Starchy Products

TASKS: 1 Cook rice
2 Cook barley
3 Cook pasta
4 Cook grits
5 Prepare bread dressings

Employability skills are a vital component of vocational education programs and should be incorporated into each occupational task list.

DUTY A: Following Safety Procedures

TASKS:
1 Check work area for safety hazards
2 Remove safety hazards from work area
3 Report safety violations
4 Administer emergency first aid techniques
5 Complete accident reports and records

DUTY B: Cleaning and Sanitizing

TASKS:
1 Clean and sanitize windows and walls in work station

DUTY C: Serving Guests

TASKS:
1 Seat guests
2 Present menus to guests
3 Replenish food and beverages
4 Accept reservations from dining guests
5 Greet guests
6 Take orders by telephone
7 Place orders for preparation
8 Check orders for correct preparation
9 Process saleschecks

DUTY D: Performing Sidework

TASKS:
1 Arrange tables and chairs as per reservations
2 Review menus for daily specials and changes
3 Review menus for coupons available to guests

DUTY E: Conducting Cost-Control Procedures

TASKS:
1 Receive dinnerware, flatware and glassware
2 Store dinnerware, flatware and glassware
3 Inventory dinnerware, flatware and glassware
4 Purchase beverages
5 Receive beverages
6 Store beverages
7 Purchase food supplies
8 Receive food supplies
9 Store food supplies
10 Issue food supplies from requisition
11 Inventory food supplies
12 Purchase nonfood supplies
13 Receive nonfood supplies
14 Store nonfood supplies
15 Issue nonfood supplies from requisition

16 Purchase dinnerware, flatware and glassware
17 Schedule food preparation tasks
18 Inventory beverages
19 Specify hot table layout and portion control measures for meal service
20 Analyze operation layout and flow design for efficiency
21 Organize work areas for efficiency of time and motion
22 Purchase equipment
23 Receive equipment
24 Issue equipment
25 Verify maintenance services completed
26 Inventory supplies

DUTY F: Coordinating Food Orders

TASKS:
1 Receive food orders
2 Schedule preparation of food items
3 Tally menu items
4 Tabulate types of diets
5 Determine meal census
6 Make food item adjustments for emergency

DUTY G: Serving Patients, Clients or Patrons

TASKS:
1 Provide tray appointments for special occasions
2 Check contents of tray for appearance and quality
3 Fill special dietary orders

DUTY H: Completing Clerical Activities

TASKS:
1 File guest checks
2 Balance cash drawer
3 Fill out bank deposit forms
4 File equipment and service records

DUTY I: Managing a Food Service Operation

TASKS:
1 Open food service establishment
2 Close food service establishment
3 Determine security policies
4 Determine procedures for handling theft
5 Determine customer policies and procedures
6 Determine cost-control procedures
7 Determine personnel policies and procedures
8 Determine safety procedures
9 Determine accident prevention techniques

10 Explain established policies and procedures to employees
11 Monitor compliance with policies and procedures
12 Determine sanitation procedures
13 Conduct safety drills
14 Inspect for signs of rodents and insects
15 Exterminate rodents and insects
16 Maintain compliance with laws and statutes dealing with food service establishments
17 Direct nutritional services
18 Determine food and beverage items to make up menus
19 Cost out menu items
20 Set menu prices
21 Determine layout and design of menus
22 Evaluate menus
23 Update menus
24 Evaluate effectiveness and efficiency of food service operations
25 Develop and standardize recipes
26 Survey market for new products and equipment
27 Determine operating budget
28 Collect specimens for bacterial culturing

DUTY J: Performing Advertising Duties

TASKS: 1 Determine target market
2 Determine objectives
3 Analyze competitor's market position
4 Analyze past effectiveness
5 Determine advertising schedules
6 Determine advertising costs using various media
7 Compare costs with return on investments
8 Determine content of advertising copy
9 Coordinate advertising with national or chain advertising
10 Write radio scripts
11 Develop TV storyboards
12 Develop print ads
13 Write direct mail copy
14 Prepare billboard ads
15 Verify availability of foods for advertised menus
16 Proof ads
17 Inform employees and customers of specials
18 Evaluate advertising effectiveness
19 Measure increases in traffic due to advertising
20 Prepare public relations newspaper articles
21 Collect gifts for local charities
22 Attend meetings of local business and service organizations

DUTY K: Managing Personnel

TASKS:
1 Determine staff needs
2 Recruit employees
3 Interview prospective employees
4 Monitor compliance with federal and state hiring laws
5 Explain benefits to employees
6 Analyze job tasks
7 Determine standards for job performance
8 Write job descriptions
9 Complete employee evaluation forms
10 Discuss evaluation with staff member
11 Train staff on front-of-the-house duties
12 Train staff on cooking duties
13 Train staff on baking duties
14 Train staff on safety procedures
15 Train staff on sanitation procedures
16 Train staff on management activities
17 Train staff to handle clerical activities
18 Schedule work hours for employees
19 Conduct staff training sessions
20 Conduct informational staff meetings
21 Settle conflicts between employees
22 Negotiate contracts with employee unions
23 Prepare organizational chart
24 Set salary schedule
25 Monitor compliance with federal and state payroll tax laws

DUTY L: Preparing Beverages

TASKS:
1 Brew coffee
2 Brew tea
3 Prepare hot chocolate
4 Prepare and portion fruit juices
5 Prepare and portion soft drinks

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